



## **Job Pack HR & Office Administrator**

Thank you for your interest in this role. In this pack please find:

- Information about CPAG and about the role
- Terms and Conditions of Employment
- Job description
- Person specification

To apply, please return the application form, taking particular care to provide full details of how you meet the person specification.

Please send your application to [recruitment@cpag.org.uk](mailto:recruitment@cpag.org.uk)

**Closing date for applications:** 9am, Friday 17<sup>th</sup> January 2025

**Interview will be held on:** Week beginning 27<sup>th</sup> January 2025

If you require further information or need us to make any adjustments to enable you to participate in the selection process, please contact [recruitment@cpag.org.uk](mailto:recruitment@cpag.org.uk).

Some examples of adjustments that have been offered to candidates include:

- changing the time or location of interviews
- providing interview questions in written format
- providing interview questions in advance of the interview
- a sign language interpreter
- additional time in timed tests, interviews or other assessment activities
- advice about assistive technology

This is not an exhaustive list and we will consider any adjustments that you might need.

### **RECRUITMENT MONITORING**

In the interests of monitoring our recruitment procedures we would be grateful if you complete our recruitment monitoring form at the end of the application form.

The form should take no longer than 5 minutes to complete and will not form part of the selection process.



## **Job Pack**

### **HR & Office Administrator**

#### **About CPAG**

Child Poverty Action Group works on behalf of the more than one in four children in the UK growing up in poverty. It doesn't have to be like this. We use our understanding of what causes poverty and the impact it has on children's lives to campaign for policies that will prevent and solve poverty – for good. We provide training, advice and information to make sure hard-up families get the financial support they need. We also carry out high profile legal work to establish and protect families' rights.

#### **Our vision**

Our vision is of a society free of child poverty, where all children can enjoy a childhood free of financial hardship and have a fair chance in life to reach their full potential.

#### **Our mission**

Our mission is to promote action to prevent and end poverty among children and families with children in the UK.

#### **Our beliefs**

CPAG policy positions have stood the test of time for six decades. We hold that child poverty is relative to the society families live in and is characterised by a lack of resources. It is neither necessary nor inevitable and is responsive to policy action. Policy solutions should focus on adequate incomes, prioritise prevention rather than relief, and means-testing should be avoided wherever possible. When governments adopt our solutions, child poverty falls.

#### **Our values**

- Ambitious – child poverty isn't inevitable, and we won't stop until no child grows up in financial hardship.
- Voice – our work is informed by the voices of children and families
- Evidence based – we advocate solutions to child poverty based on the evidence
- Leadership – we are the leading advocates for children and families in poverty in the UK
- Independent – we are not afraid to speak out

#### **Our theory of change**

- By promoting our values, we advance the public and political will for a society free of child poverty
- By developing evidence-based solutions, we encourage policymakers and practitioners to act to prevent and end child poverty
- By campaigning, we work towards social and political change that will keep families from poverty
- By developing and sharing our social security expertise, we help maximise families' resources and inform our evidence for change.

#### **What We Do**

##### **Policy and campaigning**

We seek to achieve positive outcomes through our high-profile campaigning work – using evidence to influence government and media. We publish research and information on the causes and effects of child

poverty (including briefing materials on our website - [cpag.org.uk](https://cpag.org.uk)) and seek radical and practical solutions. Our journal *Poverty*, published three times a year, carries articles and features to inform and stimulate debate on poverty, its causes and consequences, and the action required to tackle it.

### **Rights and Advice**

We provide expert advice, training and information to welfare rights advisers, lawyers and others on all aspects of the social security and tax credit systems. Our staff in London and Glasgow respond to around 7,300 queries a year from advisers. Our bi-monthly *Welfare Rights Bulletin* keeps them up-to-date on new legislation and developments. During the year we reached 12,300 beneficiaries through our training, conferences and seminars. Through carefully selected test cases, we challenge unjust legislation, unfair or discriminatory decisions.

### **Publishing and Resources**

CPAG publishes the major handbooks used by thousands of advisers, community workers, lawyers and members of the public. The *Welfare Benefits and Tax Credits Handbook* gives full coverage of all aspects of social security and tax credits. We publish handbooks and resources on housing benefit, child support, fuel rights, debt advice, benefits for migrants, council tax, student support and personal finance. CPAG Welfare Rights (<https://cpag.org.uk/welfare-rights>) is our home for all our welfare rights information, advice, and tools for advisers.

There are currently two offices from which this work is undertaken, the main office being in London and CPAG in Scotland, located in Glasgow. There is a recognised union to which most permanent staff belong.

### **Background to the Post**

This a fantastic opportunity for a junior looking for their next step in their career ladder and making this post truly your own. CPAG are looking for a forward thinking, highly organised team player to carry out this role. As well as the day-to-day administration, you will have great exposure to all areas of HR such as recruitment and onboarding, developing our wellness and wellbeing programme and assisting with staff socials and events. You will play an integral central role within the CPAG team, being the go-to point of contact for HR and organisational related queries both in London and Scotland.

You will be working closely with the PA/Office Manager, providing administrative support and assisting with some exciting projects such as our EDI action plan and our Eco policy.

Our HR and Office Administrator position requires excellent organisational skills and the ability to handle sensitive information confidentially. If you are passionate about HR and share the same vision and values as CPAG, then work for us and apply now.

## Terms and conditions of employment

- Job title:** HR & Office Administrator
- Contract:** Permanent
- Location:** You will be based in London and you may be able to agree a pattern of regular remote working with your line manager.
- Salary:** £35,418 - £39,146 (pro rata)
- Hours:** 21 hours per week. Normal working hours are 9:30 a.m. – 5:30 p.m. (including a one-hour unpaid lunch break). Overtime is not payable, and CPAG operates a ‘core hours’ and flexi/TOIL (Time Off In Lieu) policy.
- Annual leave:** 30 days a year annual leave (plus additional 4 days during the Christmas/New Year period).
- Other benefits:** Interest free travel loan, automatic enrolment into CPAG’s nominated Group Personal Pension Scheme, income protection insurance and ‘death in service’ provision, and a range of leave entitlements for family and other reasons and other wellbeing benefits (details are on the attached sheet).

There is a six-month probation period for this post.

## CPAG’s commitment to equity, diversity and inclusion (EDI)

Everyone has the right to be treated with fairness, dignity and respect and to live free from discrimination. We recognise there is an organisational responsibility to tackle inequality and encourage diversity in respect of both the work we undertake and the people we employ and also that every employee of the organisation has personal responsibility to abide by and promote the policy.

CPAG recognises that discrimination can occur and will promote anti-discriminatory practices for people who may be discriminated against on grounds of race, colour, nationality, ethnic origin, religion, belief, gender, class, HIV & AIDS, age, disability, marital status, pregnancy, people who are gay, lesbian or transgender, people who have dependents or people who are using mental health services.

We are proud to be an organisation that is not afraid to point out injustice and inequality and have policies in place that recognise the importance of equality and diversity. However, we know as an organisation that there is always room for improvement. We acknowledge the problem with racial diversity within the charity sector and we are committed to taking action to change this. In trying to achieve social change, greater fairness and equality, we must also hold ourselves to account. We want to build a diverse group of talented people working towards our shared vision.

To this end we have set up an Equity, Diversity and Inclusion (EDI) group to advise on and help lead this work. Championed by our Board and leadership, we aim for EDI to be embedded throughout our organisation and strategy. We are committed to making change where it is needed and look forward to being part of a sector that prioritises diversity and equality.

We are prepared to invest resource, to where possible recruit for potential rather than seek perfection and recognise the need for a better understanding of racial and other biases in order to reflect the communities we work in. We continue to value the insights brought to the organisation through lived experience. CPAG needs to be a safe place to work, to challenge and feel safe to have uncomfortable conversations.

## **CPAG is a great place to work**

Ensuring access to high quality fair work, especially for parents and carers, is critical to our goal of ending child poverty. There is a recognised trade union that staff are encouraged to join. All staff have a personal development plan agreed with their manager, and the organisation budgets to support training and development needs.

CPAG have been an accredited Living Wage employer since 2012. The real Living Wage is the only rate calculated according to the costs of living. It provides a voluntary benchmark for employers that wish to ensure their staff earn a wage they can live on, not just the government minimum.

We understand that people have different needs and aim to support our team so that they are able to manage work and home responsibilities effectively. Enabling our team to balance work and their personal life in ways that benefit everyone is in line with our values and enables people to contribute to their best ability. We regard flexible working as important and we try to accommodate flexible working practices where possible and practical. Many of our staff work flexibly in many different ways, including part-time or hybrid, and requests can be made from day one. This means we would be happy to discuss alternative working hours, days and patterns, and any additional needs or requirements.

## **Additional Information on Terms and Conditions of Employment**

- 30 days annual leave
- 4 additional days paid leave during the office Christmas closure
- 9 bank holidays (English & Welsh bank holidays + 2<sup>nd</sup> of January Scottish bank holiday)
- 26 weeks paid maternity leave and 13 weeks of maternity leave at the current rate of SMP
- Shared Parental Leave
- 6 weeks paid leave for staff whose partner has or adopts a baby
- 6 weeks paid paternity leave including a maximum of 2 weeks statutory paternity pay
- 13 weeks unpaid parental leave for parents or guardians of children up to age 16 (18 weeks for parents or guardians of disabled children)
- 10 days paid leave for staff members who have to care for a dependent
- 5 days paid leave for urgent domestic reasons
- 5 days paid leave for staff who carry out public duties
- 10 days paid study leave subject to agreement by CPAG
- An unpaid career break of up to 6 months available to staff after 2 years' service
- Time off in lieu, flexible working options and flexitime to allow staff to work flexibly
- Access to Employee Assistance Programme and BUPA Healthy Minds counselling
- Occupational Health Service
- Group Personal Health Insurance
- Flu jab vouchers
- Eye sight tests and vouchers
- Season ticket loan
- Cycle to Work scheme
- Monthly staff socials and regular staff away days and Christmas lunch

Arrangements apply pro rata to part-time staff and basic annual leave dependant on start date and hours and runs from April to March.



## **Job Description**

### **HR & Office Administrator**

<b>Title:</b>	HR & Office Administrator
<b>Reports To:</b>	Office Manager & PA to CEO
<b>Team:</b>	Finance and Resources
<b>Grade:</b>	B

#### **Main purpose of job**

- To be the go-to point of contact for all HR related enquiries, internal and external for CPAG and support the HR function. You will work closely with the PA/Office Manager and provide office management and maintenance administrative support.

#### **Tasks and Responsibilities**

- Assist with the monthly payroll preparation by providing information such as changes of contracts, salary changes, new starters and leavers information.
- Be the first point of contact for HR related enquiries (internal and external) and requests and process and/or assist, providing relevant information or sign posting.
- Maintaining and updating of employee (new starters, leavers and change of role) records and files, both on the HR management software (Natural HR) and confidential SharePoint files.
- Responsible for end-to-end recruitment process, from posting of jobs and advert and liaising with agencies and candidates to coordination and facilitation of the interview process.
- Responsible for issuing of offer letters and contracts.
- Responsible for the onboarding of new candidates, including referencing checks and ensuring all correct documentations and new starter information and assisting with their induction plan and training.
- Responsible for updating and managing staff training records (including appraisals) and booking of staff training and/or conferences and associated travel.
- Assist with off boarding of employees, arranging recovering of IT equipment, updating of documentation and records
- Ensuring all HR processes are in place and where possible seek to improve, develop and/or streamline.
- Updating of organisational charts and the People Portal.

- Assist with the monitoring of the Office shared mailbox and action as appropriate.
- Assist with the coordination of events such as staff socials, away days and Board events.
- Provide general administrative and office management and maintenance support as directed by the PA/Office manager.
- To ensure compliance with all CPAG's policies and code of conduct and champion our commitment to Diversity and Equality.
- To be prepared to spend occasional nights away from home on business.
- To take on any other reasonable tasks which contribute to achievement of the job purpose and the aims of CPAG.

The above tasks and responsibilities are not exhaustive and not limited to your role.

## Person Specification – HR & Office Administrator

### Experience

Essential	Desirable
Strong administrative experience within HR capacity	Experience working within a non for profit/NGO sector
Experience of using HR software systems	Experience of using Natural HR
Sound knowledge and experience of HR core practices and processes	

### Skills/Abilities/Knowledge

Essential	Desirable
Comprehensive knowledge of Microsoft Office, including Excel, Word and Outlook	CIPD Level 3 or above
Excellent interpersonal and communication skills in all areas, verbal, written and listening	
Proven ability and skill of high-level attention to detail	
Sound ability to manage workload and prioritise tasks	
Excellent organisational skills and be able to multi-task in a fast-paced environment	

### Personal qualities

Essential	Desirable
Commitment to CPAG's values, mission and vision	
Commitment to CPAG's Equity, Diversity & Inclusion policy	
Ability to develop and maintain good working relationships with staff, showing tact and discretion at all times	
Solution focused and proactive in their work	
Professional and calm in times of extreme pressure	
Willingness and committed to undertake professional	

qualifications and training required for the development of the role	
A proven team player and willingness to help others	
Ability to handle sensitive and confidential information in the capacity of GDPR and personnel	

**Other Contractual Requirements**

<b>Essential</b>	<b>Desirable</b>
Ability to spend occasional nights away from home on business	