

June 2025



Women's
Pioneer Housing
Est 1920

Recruitment Pack

HR Officer



WELCOME TO WOMEN'S PIONEER HOUSING

I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Customer Services Advisor. Hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands, and champions women's housing needs continues to be relevant. A safe home is the foundation in supporting our residents' independence and delivering excellent landlord services is key to maintaining that independence.

We house single women of all ages, and we are the largest provider of sheltered housing in Kensington and Chelsea. We are committed to working closely with our residents to review and continuously improve our homes and services, ensuring that our residents can influence the way we provide our services.

We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high-quality homes and our development in Ealing that will deliver over 100 new high-quality homes in 2026.

We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc.

We have an experienced executive management team, positive staff infused with energy as we continue to grow, a Board that is incredibly committed, and a strong focus on our values.

If what we say and do inspires you and you can demonstrate commitment to delivering a service in line with our values, we encourage you apply.

Yours sincerely,

Tracey Downie

Chief Executive

2	Welcome
3	About Us
4-6	Housing Officer
7-10	Role Profile
11-12	Person Specification
13-14	Staff Benefits
15	How to Apply
16	Contact Us



ABOUT US

Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

Our Vision: For all single women across London to have access to a safe, secure, and affordable home.

Our Mission: To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.

Our Values: We put our residents first, nurture great relationships through open and trusted communication, we value equality, inclusivity, and empowerment, and we provide a respectful and safe environment to all members and residents of WPH.



HR Officer

Title: HR Officer

Salary: £30,939

Location: Hammersmith 2 days per week with hybrid working

Hours: 35 per week Mon-Fri

Contract Type: Permanent

Closing Date: Sunday 29th June at midnight

These are exciting times for Women's Pioneer Housing. We are developing 160 new homes for single women in West London, which will be let to social housing residents in 2026, as well as a brand-new office on our site at Wood Lane, west London.

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time. The need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

As a small team we work collaboratively to deliver shared objectives. Individually, we adopt an optimal mindset of professional curiosity and effective problem solving which seeks solutions independently. We embrace challenge whilst striving for excellence, enhancing our skills to achieve team success and excellence in customer service. You will need to bring the same optimal mindset, passionate about excellence in your demonstration of your commitment to our work. As Human Resources Officer you will play a crucial role in managing and effectively achieving the aims of our human resources functions. If this speaks of who you are, we would love to hear from you.

The role:

Reporting to the Head of HR and Corporate Services, the HR Officer will take responsibility for the operational delivery of the organisation's key People and HR activities and initiatives. You will have a strong knowledge of all aspects HR to provide proactive, practical support on day-to-day operations delivering support to team members and managers, advising on HR policies and good practice, working across the organisation to deliver recruitment processes, and delivering and tracking Learning & Development plans. You will also support wider strategic initiatives working with the Head of HR and Corporate Services to embed new strategies and projects.

HR Officer

The ideal candidate will exhibit a strong work ethic, reliability, independence, and the flexibility to adapt to new challenges and learn new skills to:

- Coordinate and administer all stages of the employee life cycle
- Manage HR systems and ensure compliance with policies and GDPR
- Lead on recruitment administration and support interview processes
- Deliver engaging HR inductions for new starters
- Coordinate training, training plans and maintain learning records
- Support monthly payroll processes and address related queries
- Maintain accurate employee data and produce regular reports
- Contribute to HR projects and team initiatives

The individual:

We are looking to appoint someone who is an enthusiastic and a dedicated self-starter able to manage their own workload and use their knowledge and experience of HR matters to support both staff and the organisation. You should have a solid understanding of UK employment law and practices, supplemented ideally with CIPD qualifications although this is not essential. Strong communication skills, both written and verbal are necessary along with excellent interpersonal abilities to form and sustain relationships across the whole organisation fostering a welcoming, inclusive work environment, ideally with experience derived from a values driven organisation.

Essential

- Strong administrative experience and excellent attention to detail
- Proven ability to coordinate workflows and meet deadlines
- Solid IT skills (Microsoft Office Suite and HRIS)
- Experience in a values-driven or not-for-profit organisation
- Ability to communicate clearly in spoken and written English
- Right to work in the UK

Desirable

- CIPD qualification or working towards one

What we offer

Women's Pioneer champions and celebrates diversity, proud of our welcoming and inclusive working environment. We strive to be a great place to work offering generous leave and a flexi time working pattern. We are based in Hammersmith west London and operate a flexible working pattern and hybrid working which requires all staff to work from the office every Tuesday and at least one other day each week. Applicants must be able to affirm their ability and willingness to work within this policy. We will provide the technology to support you with hybrid working.

HR Officer

Other considerations

As part of our safeguarding commitment to our clients, we carry out preemployment checks to ensure that successful applicants are suitable to work with adults at risk. These include basic DBS checks, obtaining references and verifying a candidate's identity and right to work in the UK.

All qualified applicants already eligible to work in the UK will receive consideration for employment without regard to disability, race, nationality, ethnic or national origin, religion or belief, sex, gender, sexual orientation, gender reassignment, marital status or pregnancy. If you need us to make any special accommodation in the recruitment and selection process because of a protected characteristic, please let us know.

How to apply

To apply, please submit the diversity monitoring form, a CV and supporting statement (up to one A4 page) outlining:

- Why you are interested in the role
- What skills you would bring to be successful in this role
- Any experience you would like to highlight
- Any reasonable adjustments you require for the interview process
- Disclosure of disabilities if you wish to do so

Send your application to hr@womenspioneer.co.uk

This position is only open to applicants with an existing right to work in the United Kingdom.

Closing date: Sunday 29 June 2025

Interviews & assessments: Thursday 17 July 2025 Hammersmith west London.

This role requires strong interpersonal skills. We believe the dynamic format of face-to-face interviews offers a higher level of engagement and provides candidates with a unique experience of our organisation. We are unable to substitute these interviews and assessments with a virtual interview.

ROLE PROFILE

Line Manager: Head of HR and Corporate Services

Direct reports: None

Purpose of the Role

To assist the Head of HR & Corporate Services in providing a comprehensive and effective HR service including:

- Recruitment and Selection
- Performance management
- Learning and Development
- Compensation and Benefits
- Employee Relations
- HR Data & Analytics

To work flexibly and collaboratively across teams and people with professionalism and at all times demonstrating confidentiality, respect and sensitivity.

Key Relationships

- Internal: All staff and Board members.
 - External: WPH service suppliers, WPH residents.
-

Key Responsibilities

Recruitment and selection

Support the efficiency of effective recruitment campaigns by:

- Supporting all administrative processes such as; the preparation of recruitment packs, organising recruitment time tables, preparing and administering selection documents and timetables and administering tests.
- Ensuring the HR service undertakes all necessary employment checks including reference, DBS and right to work checks maintaining compliance, updating recruiting managers and effectively monitoring and recording outcomes.

Onboarding and induction

Support the effectiveness of a positive starter experience by:

- Effectively tracking the onboarding process including preparing offer letters and contracts of employment, completing the process for all pre-employment checks and starter processes linked to other procedures e.g. updating the Business Continuity Plan.

ROLE PROFILE

Key Responsibilities Continued...

- Ensuring IT network access is actioned and forms recorded, liaising with line managers and the IT consultants for accurate and secure access to relevant software and systems efficiently.
- Where necessary, ensure workstations are created and equipment and hardware are procured in accordance with procedures, liaising with IT consultants.
- Support in the preparation of induction programmes for new employees ensuring staff involved in the process contribute to a coordinated approach.
- Administering the probation process ensuring Managers know when review meetings need to take place.

Performance Management

Support the one to one and appraisal cycle to maintain a timely approach, consistency and follow up by:

- Assisting with the annual appraisal cycle, recording completed appraisals and training needs.
- Using the HR Information System (HRIS) to maintain accurate records and supporting robust reporting.
- Administering the Learning & Development plan including sourcing training providers, coordinating L&D programmes, and monitoring outcomes.

Learning and Development

Understanding the organisational strategy and future capability needs by supporting the L&D programme in order to identify learning priorities across the organisation and monitor outcomes by:

- Supporting in carrying out capability assessments across the organisation.
- Support in identifying the current and future skills requirements creating flexible learning interventions.
- Support in designing a range of learning activities, including technical, behavioural and leadership programmes.
- Support in monitoring how effectively learning leads service improvement and supports continuous professional development.

Compensation and Benefits

Maintaining information to ensure accuracy of payroll, rewards and benefits by:

- Ensuring that all payroll instructions are timetabled and known changes are tracked and flagged in time for the monthly payroll run, e.g. contractual variations, new starters, leavers, and contractual benefits and staff benefits are correctly administered in accordance with the relevant procedure.
- Using templates to prepare salary change notification letters, recording as required on relevant systems.
- Administering the pension's portal updating all changes and preparing the yearly review.
- Supporting the Head of HR & Corporate Services by responding to routine queries ensuring follow up actions are timetabled and outcomes appropriately recorded.

ROLE PROFILE

Employee Relations

Support employee relations focussing on creating and delivering people practices which develops and maintains positive working relationships ensuring that people practices are fair and transparent by:

- Supporting the Head of HR and Corporate Services' oversight of people practices to ensure they are legally compliant.
- Support in the research of and the creation of people policies and strategies using HR data and analytics.
- Sensitively supporting line managers with complex cases such as disciplinary cases, grievances and disputes (for example, mediation or tribunal cases).
- Support in ensuring managers are upskilled to deal with people in a fair and effective manner.
- Support in ensuring staff engagement is maintained and managers act in a way that fairly involves their staff.
- Assist in formal meetings, such as employee disciplinaries and grievances undertaking such tasks as required by the Head of HR and Corporate Services ensuring confidentiality at all times.

HR Data and Analytics

Maintain the integrity of data to ensure accurate collecting and reporting by:

- Being the primary contact for queries and updating the HRIS (e.g. Sage HR, Sage Payroll, Pensions Portal, DBS Portal).
- Acting as systems administrator, controlling user access, managing data flows and ensuring accuracy and GDPR compliance liaising with suppliers to troubleshoot queries as required.
- Ensure the HR Database accurately reflects current staff conditions and details. This includes monitoring and correct inputting of starters and leavers, contractual amendments, change of details, annual leave and recording of absences.
- Provide appropriate reports from the HRIS database for the purpose of management reporting, Board reporting, KPI reports, internal audit and monitoring employee data.
- Support the staff engagement process preparing and monitoring engagement surveys, producing findings and reports to SMT.
- Prepare for authorisation of any annual Staff/Statutory returns as required.

HR Administration

Ensure accurate recording and compliance with legislation, audit and regulatory requirements by:

- Carrying out general administration tasks, for example; sales enquiries and follow up on HR related products and services, devising standard HR templates and letters and the HR mailbox on behalf of the Head of HR & Corporate Services.
- Ensure electronic files and systems are maintained and filing/archiving is completed in a timely manner.
- Maintain an up to date Procedures Manual for all HR Administration duties.
- Ensure workstation Risk Assessments are conducted for all new starters or as changes require (e.g. maternity) and refer staff issues for health and safety risk assessments where appropriate.
- Administer, promote and track usage of staff benefits schemes.
- Ensure resignations are acknowledged in a timely manner, to facilitate the leaver process complying with actions and tasks in a timely manner.
- Ensure exit interviews (including IT exits) are conducted for all staff and exit records are completed, equipment and assets are returned and appropriately logged on the asset register.
- Respond to reference requests for current or ex-members of staff liaising with line managers.

ROLE PROFILE

Advice and Queries

Provide day to day information to line managers and employees on general HR related queries, requests and guidance on WPH Policies and Procedures, escalating complex issues to the Head of HR & Corporate Services.

Projects

Assist the Head of HR & Corporate Services evaluating and implementing new IT solutions and in developing and implementing new projects e.g., consultations and strategies.

Other administrative support

Playing a key role in ensuring that Women's Pioneer provides safe, secure, high quality homes and services, working with colleagues to provide a collaborative and cohesive service which puts residents at the heart of everything we do by:

- Working as a team with other officers across the organisation to provide cover in other areas as required to maintain an effective resource and service within the Corporate Services Team, to the Chief Executive and other SMT members as required.
-

Performance Management

- To proactively manage your workload, seeking guidance where necessary, so that competing priorities are identified and managed effectively.
 - To contribute positively to the annual appraisal process including identifying development needs and making suggestions for learning and on-going self-development.
-

Compliance

- To comply with all Women's Pioneer policies and procedure and all legal requirements and regulatory standards ; including compliance with Women's Pioneer Code of Conduct, Equality, Equity, Diversity & Inclusion policy, customer care, health & safety, financial, risk management and data protection procedures.
 - To keep up to date with relevant legislation and best practice.
 - To contribute to raising standards across the organisation identifying where improvements can be made to support service processes and policies and implementing changes.
-

Staff and Team Working

- To work collaboratively with staff across the association in accordance with WPH values to further organisational objectives, including contributing to organisation-wide initiatives and activities.
 - To adopt and promote a flexible approach to work undertaking other areas of responsibility as required to ensure the overall strategic objectives and business priorities are delivered.
-

Additional Information

- These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time with occasional but limited weekend working or working outside of normal hours.

PERSON SPECIFICATION

Experience, Knowledge, and Qualifications

Essential:

- A' Level English and maths or equivalent experience.
- Demonstrable evidence of using Microsoft Office (Excel, Word and Outlook) and HRIS and databases effectively at intermediate level in a work environment with ability to manipulate datasets, analyse and accurately translate and report data.
- Ability to provide reports to varying audiences with clear and accurate information.
- Demonstrable evidence of high-quality written communication skills to compose professional letters, emails and comprehensive reports with clear and accurate information.
- Good verbal communications skills with an ability to engage professionally and sensitively with a diverse range of people.

Desirable:

- CIPD qualification or commitment to learning towards qualification.
 - Line management or supervision experience.
-

Skills and Abilities

Essential:

- An ability to deal with sensitive information and maintain confidentiality in all aspects of work and in managing work relationships.
- Excellent organisational skills with the ability to plan workloads and co-ordinate activities to tight deadlines and within a clear framework to ensure service standards are met.
- An ability to probe details in the collecting and collating of data and other work to achieve thoroughness and accuracy in accomplishing tasks.
- Ability to promote a positive image of self, team and organisation. Takes pride in work and achieves good working relationships to ensure a quality service.
- Takes ownership of problems, working positively and collaboratively with others to bring about positive solutions.
- Ability to use skills and abilities to diffuse difficult issues and influence and motivate others to achieve positive outcomes.

Desirable:

- Experience of using HR information systems.
- Experience of implementation and roll out of new systems implementation.

PERSON SPECIFICATION

Personal Attributes

Essential:

- Personal resilience and ability to work well under pressure, skill in dealing tactfully and professionally with colleagues.
- Ability to promote a positive image of self, team and organisation. Takes pride in work and achieves good working relationships to ensure a quality service.
- The ability to work flexibly and across teams including reporting and actioning work for senior managers.
- Able to rely on own judgment and knows when to seek further assistance.
- Has an “outcome focus” approach to service delivery.
- Committed to ongoing learning and development.
- Has empathy with needs of residents.
- Commitment to equality and diversity.
- Commitment to social housing.

STAFF BENEFITS

LOCATION

We operate a hybrid working approach where you are welcome to work in the office, at home, or on site based on your activities. On Tuesdays, all staff attend the office to promote collaboration. Staff are required to be in the office at least two days a week.

FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement.

BIRTHDAY LEAVE

Once you pass your probationary period, you will be entitled to Birthday Leave, where you can take an additional day-off on or around your birthday.

PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.

STAFF BENEFITS

EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules.





HOW TO APPLY:

Thank you very much for your interest in this role.

To apply you should submit:

- An **up-to-date CV** which shows your full career history – we recommend that this is no longer than two pages;
- A **supporting statement** explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than one page;
- A **Diversity Monitoring Form** - completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity.

Please note that applications can only be considered if all the documentation is complete. In your application please indicate if you cannot attend the interview date.

Applications must be sent by midnight on Sunday 29th June to hr@womenspioneer.co.uk. Interviews will be held on 12th July in Hammersmith.



WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

