



JOB DESCRIPTION: HR & Office Manager

Our Aim

Liberty Training is an organisation devoted to improving the lives of society's most vulnerable and needy individuals, supporting them to achieve the most in their lives. With our combined knowledge and experience Liberty Training deliver an optimum service to help young people achieve their full potential and make a positive impact on society through our nurturing and supportive Specialist Post-16 College.

Your Role

The role of HR & Office Manager is to lead and manage the effective operation of the College's HR function, main office/reception and associated administrative services. You will be a member of the Senior Leadership Team.

As HR & Office Manager, you will take ownership of the day-to-day HR function, providing a professional, responsive and confidential HR service to staff, managers and the Senior Leadership Team.

You will manage and coordinate the employee journey from recruitment and onboarding through to probation, development, absence management and leaving the organisation.

Alongside the HR responsibilities, you will oversee the effective operation of the College office, ensuring that administrative systems, processes and information are well managed and that staff, learners, parents/carers, visitors and external stakeholders receive a professional service.

This is a hands-on HR and Office Management role for someone who will take ownership of both functions, manage day-to-day operations, advise managers and the SLT, ensure compliance and continuously improve how the College operates.

You will work with managers and staff to ensure organisational directives, policies and procedures are understood, implemented and reflected in everyday practice.

You will be accountable to the Finance & Business Manager.

Requirements

You will:

- Be a strong leader with a supportive management style.
- Be a highly organised and efficient.
- Be reliable and able to use time management skills effectively.
- Have experience of using college administrative systems.
- Be fully competent in the use of IT packages, with experience of using Microsoft Office.
- Have experience of the development, management and operation of administration systems.
- Have experience in HR administration or management.



- Have excellent interpersonal skills, be highly motivated and have the ability to work well under pressure.
- Have excellent verbal and written communication skills.
- Be friendly and approachable with a welcoming and professional manner.
- Be able to demonstrate the ability to work effectively and contribute positively within a team environment.

Responsibilities

HR Management

- Lead and coordinate the day-to-day HR function across Liberty, providing a professional and responsive first point of contact for staff and managers on HR matters, including policies, procedures, terms and conditions of employment.
- Work closely with the Senior Leadership Team to identify staffing requirements and ensure vacancies are appropriately advertised through Kent Teach and other relevant recruitment platforms to attract a strong and diverse pool of applicants.
- Manage the end-to-end recruitment and selection process, coordinating applications, shortlisting, interviews, offers and appointments, and ensuring all recruitment activity follows Liberty's safer recruitment procedures.
- Coordinate and oversee all pre-employment and safer recruitment checks, including references, Right to Work, DBS checks and other required employment checks. Maintain accurate and up-to-date records and the Single Central Register (SCR) for staff, volunteers and other relevant individuals.
- Ensure new employees receive all required employment documentation, induction and onboarding support, including contracts, policies, system access, email, SharePoint and other relevant Liberty systems. Ensure new starters are fully informed about their role, responsibilities, safeguarding and Liberty's policies and procedures.
- Coordinate and monitor probationary processes, ensuring probation reviews and required documentation are completed within the appropriate timescales and that any concerns are appropriately escalated.
- Manage and coordinate employee changes including contractual amendments, changes to working arrangements, promotions, transfers and other changes to employment.
- Manage and monitor staff absence and attendance processes, including maintaining accurate records, supporting absence reviews, coordinating Return to Work processes for the administration team, liaising with Occupational Health where appropriate, and ensuring relevant procedures are followed.
- Coordinate and maintain accurate records of staff training, mandatory and statutory requirements and professional development, supporting managers to identify development needs, monitoring completion and following up outstanding actions, while supporting appropriate staff engagement and wellbeing initiatives.
- Support managers and the SLT with performance management, attendance and employee relations matters, including disciplinary, grievance and other formal HR processes, ensuring Liberty policies and procedures are followed and appropriate documentation is maintained.
- Liaise with Liberty's external HR advice team on HR and employee relations matters, seeking appropriate advice and approval before action is taken where required.
- Advise and support the SLT and managers on HR policies, procedures, terms and conditions and employment legislation, seeking guidance from the external HR advisor where appropriate.
- Ensure all HR policies, procedures and practices remain compliant with current employment legislation, safeguarding requirements and other relevant legal and regulatory requirements, and coordinate updates where necessary.



- Analyse and monitor HR data and trends, producing reports and completing required returns for the SLT and Directors. Identify areas of concern, trends or emerging issues and make appropriate recommendations for action.
- Manage the employee offboarding and leaver process, ensuring resignations and leaving arrangements are appropriately recorded, exit documentation is completed, systems and access are removed, Liberty property is returned and all relevant departments are informed in a timely manner.

Office Management

- Lead and oversee the effective day-to-day operation of the College office, ensuring a professional, responsive, welcoming and well-organised administrative service and setting high standards for service delivery and customer care.
- Manage and continuously review office procedures, administrative systems and processes, ensuring they are efficient, effective, compliant and fit for purpose, identifying and implementing improvements where required.
- Oversee reception, telephone enquiries, visitors and general enquiries, ensuring staff, learners, visitors and external stakeholders receive a professional and appropriate first point of contact.
- Manage and coordinate the maintenance and updating of internal staff information, telephone lists, organisational information, office documentation and administrative records, ensuring information is accurate, current and communicated promptly.
- Ensure staff, learner and organisational information is maintained accurately and securely, in accordance with College procedures and relevant confidentiality and data protection requirements.
- Work proactively with internal teams and managers to identify administrative requirements, resolve issues and ensure appropriate administrative support and services are delivered effectively.
- Provide day-to-day leadership and direction to office-based administrative staff, where applicable, ensuring responsibilities are clearly allocated, standards are maintained and staff are supported to deliver effectively.
- Identify opportunities to improve the efficiency and effectiveness of the College office, taking ownership of agreed improvements and ensuring changes are implemented consistently.
- Promote a positive, professional and collaborative office culture, ensuring the office operates effectively.

Other

- Maintain confidentiality at all times.
- Promote equality, diversity, health, safety and welfare.
- Support compliance with statutory requirements and organisational policies.
- Manage time effectively and meet deadlines.
- Take responsibility for professional development and stay informed on relevant research.
- Maintain a professional portfolio for performance management.
- Uphold the aims, ethos and values of Liberty College & reflect these in your daily working life
- Maintain a professional, approachable manner.
- Attend meetings and supervisions for ongoing development.
- Undertake additional tasks as requested by your Line Manager.



Please note that this list of duties is illustrative of the general nature and level of responsibility of the role. It is not a comprehensive list of all tasks that the HR & Office Manager will carry out. The postholder may be required to do other duties appropriate to the level of the role, as directed by the Line manager.

Disclosure and Barring Service (DBS) Checks

The Disclosure and Barring Service (DBS- formerly CRB) helps employers make safer recruitment decisions. A number of roles, especially those involving children or vulnerable adults, are subject to a criminal record check. All job offers are subject to successful DBS checks, an individual not being listed on the POVA register and are subject to a final offer of employment being made by Liberty.



PERSONAL SPECIFICATION

HR & Office Manager

Skills and qualities	Essential	Desirable
A flexible approach, good time management skills and a commitment to hard work	✓	
A strong but supportive management style	✓	
Highly organised person who is proactive with good initiative and a 'can do' approach	✓	
To work with humour, optimism, integrity and enthusiasm	✓	
The ability to remain calm under competing demands & be able to meet deadlines	✓	
Able to work effectively as part of a team and be involved in whole college activities	✓	
Able to work independently, on own initiative & have the ability see things through	✓	
Excellent interpersonal skills	✓	
Ability to remain discrete and to maintain confidentiality at all times	✓	
Ability to devolve responsibilities, delegate task and monitor practice to see that they are being carried out within set standards	✓	
Willingness to constructively challenge the work of self and others to continually improve own and team performance	✓	
Skills for the motivation of staff, negotiations with suppliers, advice to the SLT and liaising with external bodies; dealing with sensitive issues e.g. contracts, HR.	✓	
High level customer service skills and professional ethos	✓	
Commitment to promoting good practice and adhering to the company ethos	✓	
Excellent ICT skills with high competence in Microsoft applications	✓	
Qualifications and experience		
Successful relevant experience of working in a similar role	✓	
Experience of managing HR processes	✓	
Have or be willing to work towards recognised management qualification or equivalent related to the role.		✓
Fire Marshal qualification		✓
First aid qualification		✓
Understanding and knowledge		
Sound working knowledge of site, HR and office administration processes	✓	
A respectful attitude to differences and an understanding of equality and diversity	✓	
Knowledge & understanding of confidentiality and its importance in this type of work	✓	
Knowledge & understanding of safeguarding and its importance in a college setting	✓	

Notes:

This job description may be amended at any time in consultation with the postholder.

Director/Line Manager's signature:

Print:

Date:

Postholder's signature:

Print:

Date:
