

Job Title **Human Resources Assistant**
Grade **B**
Reports to **People Partner, UK and Affiliates**
Location **London (Hybrid – 2 days in the office)**

Context of Role

The HR Administrator is a key member of IPPF's People, Organisation & Culture team, providing HR administrative, payroll, and recruitment support to the London and Affiliate offices. This role plays a vital function in ensuring efficient HR service delivery, supporting employee lifecycle processes, and maintaining compliance with policies.

The role-holder will work closely with HR colleagues, finance teams, and external payroll providers to support HR system maintenance, payroll processing, and recruitment coordination. They will be responsible for ensuring accurate record-keeping, policy adherence, and efficient administrative processes, contributing to the smooth operation of HR services.

Role Purpose

The HR Administrator ensures the efficient operation of HR processes, payroll, and recruitment activities for IPPF's London and Affiliate offices. As the first point of contact for HR queries, the role provides timely and professional support to employees, ensuring seamless HR service delivery.

By maintaining HR systems, payroll records, and recruitment documentation, the role ensures compliance, data accuracy, and streamlined HR operations. This position plays a critical role in enhancing HR efficiency, supporting a positive employee experience, and contributing to effective workforce management.

Deliverables

HR Administration & Compliance

- Provide HR operational and administrative support to the London and Affiliate offices, ensuring smooth and efficient HR service delivery.
- Act as the first point of contact for HR queries, managing the HR mailbox and responding to internal and external stakeholders in a timely manner.
- Support the onboarding and offboarding of employees and consultants, ensuring processes are well-coordinated and compliant with HR policies.
- Maintain and update HRIS, ATS, and personnel records, ensuring data integrity and accurate documentation.
- Manage and maintain HR SharePoint files, and employment toolkits to support consistent HR operations.
- Assist in the delivery of HR training sessions on systems, policies, and processes to build HR knowledge across teams.
- Manage HR invoices and purchase orders, proactively ensuring timely payments, resolving discrepancies, and aligning expenditure with financial policies and budgets.

Payroll Coordination

- Process monthly payroll for London and Affiliate offices, ensuring payroll data is accurate, authorised, and processed on time.
- Work closely with outsourced payroll providers, identifying and resolving any payroll discrepancies.

- Act as the first point of contact for payroll queries, ensuring employees receive clear and timely responses.
- Work with finance teams and payroll providers to track payroll payments, variances, and audits, ensuring accurate records, compliance, and timely financial reporting.
- Communicate necessary payroll updates to relevant stakeholders, ensuring alignment between HR, finance, and external payroll providers.

Recruitment & Onboarding

- Support recruitment activity by coordinating job postings, managing candidate communications, and scheduling interviews.
- Ensure a smooth and professional recruitment process, from advertising roles to onboarding successful candidates.
- Maintain recruitment records, ATS, and SharePoint files, ensuring compliance with HR policies and best practices.
- Liaise with recruitment agencies and internal hiring managers to facilitate an efficient and structured hiring process.

Reporting/Management Responsibility

- None

Expertise

- Previous experience in an HR Operations or Administration role, supporting HR processes, payroll, and recruitment activities.
- Understanding of basic employment law, data protection, and confidentiality, ensuring compliance with HR policies and legal requirements.
- Demonstrable experience working in a fast-paced, people-focused environment, managing multiple HR tasks efficiently.
- Experience maintaining HR Information Systems (HRIS) and payroll records, ensuring accuracy and compliance.
- Knowledge of the international development sector and its HR practices (desirable).
- CIPD Level 3 qualification or working towards certification (desirable).

Skills

- Strong organisational and time management skills, with the ability to multitask and meet tight deadlines.
- Excellent verbal and written communication skills, with the ability to interact with, train, and present to diverse, multicultural, and multilingual groups.
- Advanced attention to detail and data-entry skills, ensuring the accuracy of HR records and reporting.
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint), supporting HR documentation and reporting.
- Good HR research skills, supporting policy development and best practice recommendations (desirable).
- Experience editing online content (SharePoint), supporting HR communications and document management.

Your Ethos

- Demonstrate an understanding of and commitment to safeguarding in a local and international context.

- Demonstrates ability and willingness to work in a diverse, multicultural, multilingual and intergenerational environment that is anti-racist and respectful of others.
- An intersectional (pro) feminist passionate about sexual reproductive health care rights + justice, including safe abortion.
- Supportive of people's rights regardless of sexuality or gender identity/expression and supportive of workers' rights and access to health care in sex work.

IPPF is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers, contractors and partners to share this commitment. Anyone employed with IPPF agrees to sign and adhere to IPPF's Code of Conduct and Safeguarding (Children and Vulnerable Adults) Policy.