

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

Context of Role

The HR Assistant is a key member of IPPF's People, Organisation & Culture team, providing essential support across HR operations, recruitment, and payroll. This role ensures the smooth delivery of HR services, supports employee lifecycle processes, and maintains compliance with internal policies and external regulations. Working collaboratively with HR colleagues, Finance, IT, and external partners, the HR Assistant contributes to a positive employee experience and continuous improvement of HR practices.

Role Purpose

The HR Assistant plays a vital role in delivering efficient and responsive HR services across IPPF's London and Affiliate offices. Acting as the first point of contact for HR-related queries, the role ensures timely support and contributes to a positive employee experience.

Through the provision of key executive support activities to the Director of People Organisation and Culture (DPOC) and the delivery of operational activities, the HR Assistant helps drive divisional excellence. This role is key to enabling smooth HR operations, fostering collaboration across teams, and supporting the organisation's commitment to equity, inclusion, and continuous improvement.

Deliverables

Human Resource Administration

- Act as the first point of contact for HR queries, managing the HR mailbox and delegating/escalating queries as needed to ensure timely, professional responses to internal and external stakeholders. Provide operational support to HR leadership and partners.
- Support monthly payroll processes and maintain relevant trackers.
- Update job adverts, websites, SharePoint, and HRIS pages.
- Support onboarding and offboarding processes.
- Assist with HR projects including policy reviews and training coordination.

Systems Support and Compliance

- Manage procurement processes (Kofax) and ensure timely onboarding of consultants and suppliers.
- Process and track HR invoices and purchase orders, ensuring timely payments, resolving discrepancies, and aligning with financial policies and budgets.
- Process HR invoices and purchase orders (NetSuite), ensuring accuracy and alignment with financial policies.
- Maintain HR SharePoint files and employment toolkits, and ensure secure digital filing of HR records and documentation.
- Assist in HR training sessions on systems, policies, and processes.
- Support audits and reporting, ensuring GDPR compliance.
- Liaise with IT, Finance, and external providers to resolve system issues.

Executive Support

- Coordinate meetings, prepare agendas, take minutes, and follow up on action items to support strategic HR initiatives.
- Support internal communications and engagement activities.
- Support travel arrangements, expense processing, and logistical planning for internal and external engagements on behalf of the DPOC..
- Provide practical support for meetings, events, and webinars.

Additional Responsibilities

- Identify opportunities for process improvement.
- Build collaborative relationships across departments and with external partners.
- Perform other duties as required.

Safeguarding, DEI & Organisational Values

- Uphold IPPF's safeguarding standards and ensure all HR processes reflect a commitment to safety and dignity.
- Support Anti-Racism and Diversity, Equity, and Inclusion (DEI) initiatives, contributing to a respectful and inclusive work environment.
- Ensure HR practices align with IPPF's feminist principles, Secretariat values and global mission.

Skills & Expertise

Essential

- Proven experience in HR administration or operations within a fast-paced, people-focused environment.
- Strong organisational and time management skills, with the ability to manage multiple tasks and meet tight deadlines.
- Experience in coordinating projects and conflicting priorities
- Excellent verbal and written communication skills, with the ability to engage with diverse, multicultural, and multilingual teams.
- High level of discretion and professionalism, with the ability to handle sensitive information and inspire confidence.
- Advanced attention to detail and accuracy in data entry, record-keeping, and reporting.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Experience of working with sensitive and confidential documentation with discretion

Desirable

- CIPD Level 3 qualification or currently working towards certification.
- Familiarity with HR systems and tools such as NetSuite (expense/invoicing), Kofax (procurement), and SharePoint (content management).
- Understanding of employment law, data protection (GDPR), and confidentiality requirements.
- Knowledge of HR practices within the international development or non-profit sector.

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.