Job Title: HR & Recruitment Officer

Vacancies: One Position Available

Reports to: Chief Operating Officer

Hours: Full-Time (5 days per week, Monday to Friday)

Location: London Office

About the Organisation

At Al-Ayn, we provide orphaned children living in poverty with the resources and opportunities needed to overcome their challenging circumstances. We believe that when a child realises their potential, it not only transforms their future but also positively impacts their families, communities, and society as a whole. Our mission is driven by our core values of transparency, dignity and empowerment.

Job Overview

We are looking for an organised, reliable and enthusiastic HR & Recruitment Officer to support the day-to-day HR and recruitment activities of Al-Ayn UK.

The role will have a strong focus on recruitment, including advertising vacancies, screening applications, coordinating interviews and supporting the onboarding of new employees. Alongside this, the postholder will be responsible for maintaining employee records, HR administration and assisting with routine HR matters.

The successful candidate will work closely with the Chief Operating Officer and Al-Ayn International's HR team to ensure recruitment and HR processes are followed and records are kept accurate and up to date.

This role would suit someone with previous administrative or recruitment experience who is organised, proactive and keen to develop their skills and knowledge in HR.

Key Responsibilities

Recruitment & Onboarding

- Assist with preparing and advertising job vacancies using approved job descriptions.
- Review applications and coordinate shortlisting and interviews with hiring managers, keeping candidates informed.
- Coordinate pre-employment checks, including references, Right to Work documentation and DBS checks where required.
- Prepare offer letters, contracts and other recruitment documents.
- Coordinate induction arrangements and onboard new joiners, ensuring necessary documentation is completed.

Day-to-Day HR Support

- Respond to day-to-day HR enquiries from employees and line managers, and assist in handling more complex HR matters, including grievances, disciplinary issues and performance concerns, working closely with the COO.
- Arrange probation, absence and performance meetings, take notes and prepare routine follow-up correspondence as directed.
- Track sickness absence, lateness and return-to-work documentation, and remind line managers of outstanding actions.

HR Administration

- Maintain and update employee records on BrightHR, ensuring information is accurate and up to date.
- Coordinate the off-boarding process for departing employees, including preparing leaver documentation, arranging exit interviews, updating HR records and ensuring all necessary clearance procedures are completed.
- Handle employee information confidentially and follow data protection procedures.
- Maintain HR trackers and assist with reports on attendance, leave, recruitment and training.
- Assist with preparing monthly payroll information, including starters, leavers, salary changes, overtime and unpaid leave.

Policy & Best Practice

- Support in reviewing and updating the UK Staff Handbook and organisational policies.
- Keep up to date with changes in UK employment legislation and ACAS guidance, and support the COO in ensuring HR policies and procedures remain compliant.
- Promote an inclusive workplace environment.

Employee Wellbeing & Culture

- Assist with staff engagement activities and internal HR communications.
- Help organise training -sessions, ensuring staff have access to professional development and mandatory compliance training and maintain training records.

Key Requirements

- At least two years' experience in an HR, recruitment or HR administrative role.
- Experience preparing HR documentation, including employment contracts, offer letters and contract amendments.
- Experience supporting recruitment processes and coordinating staff on-boarding.
- Working knowledge of UK employment legislation and ACAS guidelines.
- Full professional proficiency in English.
- Good proficiency in Microsoft Office, including Word, Excel, Outlook, and Teams.
- Good interpersonal and communication skills, with the ability to build rapport with employees and managers.
- Ability to handle confidential and sensitive information with discretion and professionalism.
- Ability to work independently, manage competing priorities and meet deadlines.
- Excellent organisational and time management skills.
- Willingness to learn and further develop HR knowledge and skills.

Desirable

- CIPD Level 3 qualification (completed or working towards)
- Experience using HR systems, particularly BrightHR and recruitment platforms.
- Proficiency in another language, such as Arabic.
- Previous experience working within the charity or non-profit sector.

Benefits

Supportive, Inclusive and People-Centred Culture – We are committed to fostering a welcoming, friendly and inclusive workplace where every team member is genuinely valued.

Learning and Development – We invest in our people through access to mentoring, training opportunities and ongoing professional development to support your career growth.

Generous Annual Leave – We offer a generous annual leave entitlement, inclusive of UK public and bank holidays, with a flexible carry-over policy.

Employee Referral Programme – Help us grow our team by referring talented individuals from your network, and be recognised for doing so.

Employee Assistance Programme (EAP) – All staff have free and confidential access to a mental health helpline and legal advice helpline through our EAP, supporting your wellbeing inside and outside of work.

Payroll Giving – We support charitable giving through our payroll giving scheme, making it simple to donate to causes you care about directly from your salary.

Note:

This job description does not form part of the contract of employment but is intended as a guide to the main duties of the role. It may be reviewed and updated from time to time in line with organisational needs, in consultation with the postholder.

The postholder may be required to undertake additional duties appropriate to the role. Duties and responsibilities may vary without changing the general nature or level of responsibility of the post.

Where a permanent and significant change in duties results in a higher level of responsibility, the post may be subject to re-evaluation.