

HR Officer

Job pack

Thank you for your interest in working at North & West Kent Citizens Advice and Kent Law Centre. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find information about:

- About North & West Kent Citizens Advice and Kent Law Centre
- The role profile and person specification
- Benefits of working for us
- How to apply



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About North & West Kent Citizens Advice and Kent Law Centre

North & West Kent Citizens Advice and Kent Law Centre (CAKLC) is an independent charity affiliated with national Citizens Advice and the Law Centre Network. **We are a dynamic, forward-thinking organisation delivering a wide range of high-quality advice services across the area.** Our work gives people the knowledge and confidence they need to find their way forward — whoever they are and whatever their problem.

Through our **generalist advice services**, we support a population of more than 650,000 people across North and West Kent. We operate from seven permanent offices in Dartford, Gravesham, Sevenoaks, Swanley, Tonbridge, Tunbridge Wells and Folkestone, alongside a number of in-person and video outreach services across the county. Our **specialist legal advice** covers immigration, housing and homelessness, welfare benefits, debt, family, employment, and fuel poverty. We currently hold legal aid contracts in housing, debt and welfare benefits, and immigration and asylum; ensuring that vulnerable people across Kent can access high-quality, free legal advice.

Demand for our services continues to grow, and we have responded by adopting innovative and flexible ways of engaging with hard-to-reach communities while maximising the impact of our limited resources. Last year, we supported over 19,000 clients, helping them to resolve their immediate problems, build knowledge to prevent future issues, and feel empowered to take control of their own situations.

This is an exciting time to join our organisation. We have deep roots in our local community, dating back to World War II, and have been providing free advice to residents of North and West Kent ever since. While our status as a Law Centre is more recent — having joined the Law Centre Network in November 2025 — it builds on decades of experience in social justice work and reflects our ambition to become a genuine 'one-stop shop' advice service for the county.

We hope you will want to be part of this journey with us.

The role

Job Title	HR Officer
Hours	Part-time: 14 hours per week We can offer flexibility on working days (Monday-Friday). Whether you prefer to work 2 full days or shorter hours across the week, we are open to discussing what works best for you.
Salary	Full Time Equivalent: £27,000 - £30,000 per annum, depending on experience. Actual Salary: £10,800 - £12,000 per annum (for 14 hours per week)
Status	Permanent
Reports to	Deputy CEO
Location	A CAKLC office in Sevenoaks, Tonbridge or Tunbridge Wells. Some travel will be needed on occasion within North & West Kent to attend meetings with colleagues. There will be scope for some home working, dependent on the needs of the service.

Are you an organised, approachable and people-focused HR professional, looking to make a meaningful contribution to a friendly charity with a strong sense of purpose?

As our HR Officer, you will help support the people who deliver vital advice services across North and West Kent, making sure colleagues feel welcomed, supported and confident throughout their time with us.

You will work closely with senior managers and colleagues across the organisation, providing practical and timely support across recruitment, onboarding, employee relations, wellbeing, learning and development, HR administration and policy implementation. This is a varied and rewarding role for someone who enjoys combining careful HR administration with positive, people-focused support.

We are looking for someone who brings strong HR knowledge and excellent attention to detail, alongside warmth, discretion and a genuine commitment to helping create a positive, inclusive workplace where staff and volunteers feel valued and able to do their best work.

If this sounds like the kind of role where you could make a difference, we would love to hear from you. We warmly encourage applications from people who share our commitment to supporting colleagues, strengthening our organisation and helping us deliver high-quality advice to the communities we serve.

Job Purpose:

To provide professional, efficient and proactive support across all aspects of our employee lifecycle; working closely with senior managers and colleagues to support recruitment, onboarding, employee relations, wellbeing initiatives, learning and development, HR administration, and policy implementation. This role is central to creating a positive, inclusive and supportive workplace culture.

Main Duties:

Recruitment, onboarding and leavers

- Coordinate end-to-end recruitment processes.
- Prepare job adverts, recruitment packs and offer letters.
- Manage applicant tracking and interview arrangements.
- Conduct pre-employment checks, including references, right-to-work verification and DBS checks.
- Ensure smooth induction and onboarding of new employees and volunteers.
- Support colleagues to manage leaving processes - ensuring smooth handover and offboarding.

Employee Relations

- Provide first-line HR advice to managers and staff, accessing and following guidance from our specialist HR and employment law advice service when appropriate.
- Support managers in handling absence, disciplinary, grievance, capability and performance matters.
- Assist with investigations and note-taking during formal meetings.
- Promote fair and consistent application of policies and procedures.

HR Administration

- Maintain accurate employee records and HR systems.
- Produce contracts of employment, amendments and employment correspondence.
- Monitor probationary reviews and appraisal processes.
- Maintain confidential personnel files in accordance with GDPR requirements.

Learning and Development

- Support the coordination of staff training activities and development programmes.
- Contribute to maintaining training records and compliance monitoring.

Wellbeing, Equality and Engagement

- Contribute to the development and promotion of well-being initiatives for both paid staff and volunteers.
- Support equity, diversity and inclusion activities across the organisation.
- Contribute to creating a positive organisational culture.

HR Policies and Compliance

- Support the review and implementation of HR policies and procedures.
- Keep up to date with employment law and HR best practice, as appropriate.
- Assist with HR audits and compliance reporting.
- Ensure HR practices align with CAKLC's values and legal requirements.

HR Reporting

- Produce HR statistics and management information reports.
- Monitor key HR metrics including absence, turnover and recruitment.

Other duties and responsibilities

- Support and contribute to strategic planning and organisational initiatives.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of Citizens Advice.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Person Specification

	Essential / Desirable
Qualifications and Knowledge	
CIPD Level 3 qualification or equivalent HR qualification, or substantial relevant experience.	Essential
Understanding of equality, diversity and inclusion principles.	Essential
Understanding of UK employment law and HR best practice.	Desirable
CIPD Level 5 qualification or equivalent HR qualification	Desirable
Experience	
Previous experience in a similar HR role.	Essential
Experience of managing successful recruitment processes.	Essential
Experience providing advice and guidance to managers and staff.	Essential
Experience maintaining HR systems and employee records.	Essential
Experience supporting employee relations casework.	Desirable
Experience of using HR software	Desirable
Experience of implementing HR policy changes within an organisation	Desirable
Experience of the charity or voluntary sector, including organisations where teams include volunteers alongside employees.	Desirable
Skills & Abilities	
Excellent interpersonal and communication skills, with the ability to communicate confidently with colleagues at all levels and to motivate, support and challenge constructively.	Essential
Strong organisational skills with the ability to work independently without close supervision and to balance multiple priorities.	Essential
Excellent attention to detail and accuracy.	Essential
Strong administrative and record-keeping skills.	Essential
Good problem-solving skills and ability to respond calmly to unexpected issues	Essential

Confident using IT systems (e.g. Microsoft Office, email, databases)	Essential
Personal Attributes	
Professional and approachable	Essential
High level of integrity and discretion	Essential
Reliable and responsible with a strong sense of accountability	Essential
Positive and collaborative	Essential
Commitment to CAKLC's mission and values	Essential
Flexible and adaptable to meet changing service needs	Essential
Other Requirements	
Willingness to travel around North & West Kent on occasion, to meet with and support colleagues in other CAKLC offices if required.	Essential
Willingness to undertake training relevant to the role	Essential

Benefits of Working for Us

At North & West Kent Citizens Advice and Kent Law Centre, we aim to offer a friendly and supportive work environment and the chance to make a real difference to the lives of people in Kent.

We want our staff to feel appreciated and well rewarded for the valuable work they do, so we try to offer generous benefits to our employees including:

- Payment of professional fees and memberships.
- A 35-hour working week, with flexibility where needed.
- 30 days annual leave days (including bank holidays) for full time staff, plus four additional days leave between Christmas and New Year.
- Policies that support a healthy work-life balance.
- Pension scheme.
- Commitment to continued professional development, with opportunities to build skills in new areas.
- Comfortable offices in town centre locations.

Promoting equality, valuing diversity and working inclusively are integral to our ethos as an employer and service provider. We will take steps to recruit from the widest pool of qualified candidates practicable, ensuring that employment opportunities are open and accessible to all on the basis of their individual qualities and personal merit.

We are a Disability Confident Employer.

How to apply

To apply for this role, **please send your CV, together with a short covering statement** explaining why you are interested in the post and how your experience meets the role requirements, to: ann.starke@nwkent.cab.org.uk

If you would like an informal conversation about the role before applying, please contact us using the email address above and we will be happy to arrange this.

There is no closing date for this role. We will review applications as they are received and will keep the vacancy open until a successful appointment has been made. If you are interested, we encourage you to apply as soon as possible.