

HR Officer/People Officer

August 2026

Hertfordshire Mind Network
Watford Wellbeing Centre
501 St Albans Road
Watford
Hertfordshire
WD24 7RZ

02037 273600

info@hertfordshiremind.org
www.hertfordshiremind.org

HR Officer/People Officer– Watford

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at:

<https://www.hertsmindnetwork.org/vacancies/people-officer/>

Being able to drive and having access to your own vehicle is essential for this role as you may be required to work at any of our wellbeing centres across Hertfordshire.

Please return applications to Fran Swallow at the above address or by email to recruitment@hertsmindnetwork.org

Closing date: Wednesday 2nd September 2026.

Please note we may close this vacancy early if we receive a high volume of suitable applications. **We encourage interested candidates to apply as soon as possible.**

Yours sincerely

Fran Swallow
Director of People and Culture



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RESPONSIVE

Our Vision, Purpose and Values

Our vision

“Every person in Hertfordshire will feel supported with their mental health.”

Our purpose

1. We fight for the mental health of every person in Hertfordshire.
2. We provide mental health support, opportunity, advocacy and resources.
3. We will elevate and promote the voice of those with lived experience of mental ill health.

Our values

Hope

We believe in choice, freedom, change and a better future for every person experiencing mental ill health.



Together

We share learning, build relationships and connect with others to promote better mental health across our community.



Courage

We are determined, bold and unstoppable.



Responsive

We take time to listen, to learn, to share and to act.



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Job Description

Job title:	HR Officer/People Officer (Generalist HR)
Reference Number:	369
Salary scale:	£32,000 - £34,000
Contracted hours:	37.5 hours per week (Monday -Friday some occasional out of hours)
Working base:	Watford (with occasional travel across Hertfordshire)
Reports to:	Director of People & Culture
Contract length:	Permanent
Checks needed:	DBS, Driving licence, right to work

Background

This is an exciting opportunity for an experienced and values-driven Human Resources professional to play a key role within Hertfordshire Mind's People & Culture Team. The ideal candidate will be based within easy reach of Watford and the rest of Hertfordshire. This role is primarily on site at our Watford Wellbeing Centre and will have occasional travel into central and north east Hertfordshire.

As People Officer, you will provide proactive, high-quality HR support across the employee, volunteer and self-employed lifecycle, while supporting and coaching managers with employee relations, wellbeing, engagement including HR line manager training delivery and continuous improvement initiatives,. You will be a role model for our values and help create a positive, inclusive and supportive workplace culture.

Purpose of the Role

As part of a People & Culture team supporting approximately 250 employees, 200 volunteers and 150 self-employed individuals across Hertfordshire, you will deliver responsive, knowledgeable and customer-focused HR services.

You will work closely with managers, employees, volunteers and stakeholders to ensure compliance, consistency and best practice across all areas of HR within People & Culture.

Reporting and Accountability

The HR Officer/People Officer reports to the Director of People & Culture and is responsible for managing their own workload, prioritising competing demands and working independently. The role will line manage some members of the People & Culture Team alongside providing day to day guidance.

Key Responsibilities

Employee and Volunteer Lifecycle

- Deliver a confidential, professional and customer-focused HR service throughout the employee and volunteer lifecycle, from recruitment through to exit.
- Support managers with recruitment, selection, interviewing and safer recruitment processes.
- Provide first-line advice and guidance on HR policies, procedures and employment matters, escalating complex cases where appropriate.
- Coach line managers and prepare documentation, correspondence and meeting notes for ER case management.
- Maintain effective onboarding, induction and offboarding processes.
- Promote employee benefits, wellbeing resources and support services.
- Coordinate employee recognition and engagement initiatives, including service awards and recognition programmes.
- Support the development and review of HR policies, procedures and guidance.
- Respond to Subject Access Requests (SARs) and ensure compliance with GDPR requirements.
- Support governance processes relating to volunteers and self-employed practitioners.

Employee Relations

- Manage routine employee relations cases including absence management, probation, conduct, capability, grievance, disciplinary, family leave and flexible working requests.
- Provide practical advice and coaching to managers to support effective people management.
- Monitor and track casework, ensuring actions are completed within agreed timescales.
- Conduct investigations, gather evidence and prepare reports where required.
- Maintain confidential and accurate employee relations records.
- Monitor absence trends and support proactive wellbeing interventions.

Systems, Compliance and Reporting

- Maintain accurate employee, volunteer and self-employed records across People systems.
- Administer the HR Information System (Breathe HR) and other platforms.
- Support payroll preparation by coordinating contractual changes, absence data and employee information.
- Maintain compliance records, including safer recruitment checks and mandatory training.
- Administer e-learning systems and monitor training completion.
- Produce accurate People metrics and reports to support organisational decision-making.
- Support quarterly and annual reporting requirements, including volunteer and workforce data.
- Maintain organisational accreditations and commitments, including Disability Confident, Mindful Employer and the Care Leaver Covenant.

Engagement, Inclusion and Development

- Support employee engagement, wellbeing and inclusion initiatives.

- Promote diversity, equity, inclusion and belonging through organisational activities and programmes.
- Support the delivery of learning and development initiatives, including the Line Manager Academy.
- Assist with the development of apprenticeships, placements, internships and work experience opportunities.
- Support recruitment campaigns, awareness events and volunteering initiatives.

Continuous Improvement

- Contribute to HR & Volunteering projects, policy reviews and service improvements.
- Support quality assurance activities and compliance with organisational standards, including ISO 9001 requirements.
- Identify opportunities to improve systems, processes and employee experience.
- Participate in organisational projects and change initiatives as required.

General Responsibilities

- Provide support and cover across the People & Culture Team as required.
- Attend meetings and produce accurate notes when necessary.
- Actively promote Hertfordshire Mind's values, services and organisational objectives.
- Maintain strict confidentiality and manage sensitive information appropriately.
- Comply with all Hertfordshire Mind policies, procedures and health and safety requirements.
- Undertake any other reasonable duties commensurate with the responsibilities of the role.

Person Specification on next page.

Person Specification		Essential/ Desirable
Qualifications		
Business Administration and or HR related qualification		E
Evidence of continual professional development		E
Knowledge		
Established knowledge and understanding of the application of current UK employment law and employee relations in the workplace		E
Generalist HR Employment Relations case management		E
Coaching line managers and colleagues with regard to People and HR processes		E
Understanding of mental health services within a health and social care setting		D
HRIS experience (ideally Breathe HR)		D
Understanding of Confidentiality and GDPR		E
Understands and values diversity of colleagues		E
Knowledge of relevant HR policies & procedures from application of informal and formal case management.		E
Experience		
Proven experience in an HR generalist role in a small team		E
Line management of individuals		E

Worked within a small team collaboratively cross functionally (eg with Finance, Payroll and other operational teams)	D
Proven experience of working accurately to deadlines, and achieving outcomes against targets	E
Lived experience of mental ill health	D
Experience of payroll and HR monthly processes	E
Skills and Abilities	
Excellent oral and written communication skills	E
Excellent attention to detail and organisational and prioritising skills	E
Strong ability to manage workload, working autonomously with a proactive and motivated work ethic	E
Presentation or Training design and delivery	D
Facilitation and Mediation skills	D
Strong attention to detail and high levels of accuracy	E
Ability to deal with stressful and difficult situations in a calm manner	E
Demonstratable Excel skills, for reporting, mail merge, and record keeping	E

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