

People Officer

July 2026

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

02037 273600

info@hertfordshiremind.org

www.hertfordshiremind.org

People Officer

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/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and whether you own a vehicle.

Being able to drive and having access to your own vehicle is essential for this role.

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

Closing date for receipt of applications is 12 noon Thursday 16th July 2026

First interviews to be held in person on 22nd July 2026 in our Watford Wellbeing Centre

Yours sincerely

Fran Swallow
Director of People and Culture



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COURAGE



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:	People Officer (Generalist)
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 of Post

This role is an opportunity for someone with the appropriate values, experience, and ambition to play a pivotal part in our People & Culture Team. As People Officer, you will provide high-quality, accurate support across the full employee/volunteer lifecycle, while also contributing to employee and volunteering relations, and continuous improvement of our People & Culture services. You will be a role model for our values and a key contributor to a positive team culture

Purpose of Post

As People Officer you will be part of a team who support a headcount of approximately 250 employees, 200 volunteers and 150 self-employed individuals across Hertfordshire. You will be instrumental in ensuring that all individuals employed or volunteering within Hertfordshire Mind receive advice, guidance in a responsive, knowledgeable, and customer-focused way.

Accountability

You will be line managed by the Director of People & Culture at Hertfordshire Mind but will manage your own workload, prioritising tasks and working on your own initiative.

Key Responsibilities

You will report directly into the Director with line management responsibilities for members within the People and Culture team.

Employee Lifecycle

- Deliver a high-quality, confidential and customer-focused People service from recruitment through to leaving.
- Advise line managers on recruitment; selection, interview and safer recruitment
- Provide People advice for queries from the People & Culture team in line with policies, managing and or escalating complex issues as appropriate.
- Support line manager case meetings by preparing documentation and taking accurate, confidential notes as required ensuring compliance with policy and employment law.



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- Support improvements to policy and processes for employees and volunteers.
- Promote internal benefits such as the Employee Assistance Programme, cash plan and other wellbeing initiatives.
- Drive employee voice initiatives and EDIE across Hertfordshire Mind
- Promote people celebrations and recognition through Kudos, Spotlight and other service awards
- Respond to Subject Access Requests (SARs) and manage any data-related risk.
- Collaborate and support Service Managers with quality assurance and risk assessment for self employed staff to support effective governance.

Systems, Data & Reporting

- Produce timely and accurate People management information to assist organisational decision-making. (ihasco, Breathe, Livepay, Charity log, etc)
- Ensure collection and collation of volunteer data and metrics reporting for Wellbeing Service quarterly returns
- Maintain accurate and up-to-date records within the HR information system (Breathe HR), including new profiles, personal data, annual leave and absence reporting.
- Ensure Breathe annual holiday renewal and other system updates are effectively completed and communicated
- Quality assure data entry and reporting from Charity Log as required
- Oversee the e-learning system (iHasco), ensuring learners are onboarded, monitored, and offboarded.
- Oversee monthly payroll data collation, including hours, absences, and any contractual changes, ensuring timely submission to Payroll.
- To ensure Safer Recruitment systems are effective and maintained consistently across all recruitment. (employee, volunteering & self employment)
- Maintain Mindful employer, Disability Confident, Care Leavers covenant membership
- Be familiar with Payroll and Pensions systems working closely with the Finance Senior Manager where necessary.

Employee Relations & Case Management

- Manage employee relations cases, such as sickness absence, conduct, capability, disciplinary, grievance, family focussed leave, flexible working requests.
- Undertake casework, guiding and advising on relevant procedure including gathering evidence and drafting investigation reports, tracking case progress and ensuring communications and actions are completed.
- Provide consistent and fair advice to managers in accordance with policies, escalating complex issues as appropriate.
- Coach and support line managers to build competency and confidence
- Monitor sickness absence trends and support early interventions through welfare conversations and People-led meetings.
- Maintain accurate and confidential case notes and documentation.
- Monitor metrics and reports for Employee Disciplinary, Grievance, Probation management, Capability and volunteer performance management.
- To organise recruitment events such as workshops and talks, to promote opportunities at Hertfordshire Mind and to promote our volunteering programme



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Projects & Continuous Improvement

- Contribute to projects such as employee engagement initiatives, policy updates, wellbeing programmes, EDIE (VIBE, Voice, Inclusion, Belonging, Engagement) and system improvements.
- Support quality assurance processes in line with National Mind policies and ISO9001 standards.
- Identify opportunities to improve people processes, recommending and implementing enhancements under the guidance of the People & Culture Director
- Deliver campaigns, including recruitment drives, diversity initiatives, and health awareness activities.
- Co facilitate and develop the Line Manager Academy training with the L&D Service Manager
- Research and develop apprenticeship, work experience and placement programmes in partnership with our Care leaver and Employment Service(s).

General Responsibilities

- To support any member of the People and Culture team and to cover team absence as required.
- Note taking for meetings as required
- Promote Hertfordshire Mind services by attending events, campaigns, and open days to raise awareness of mental health.
- Uphold Hertfordshire Mind policies and procedures, including the Equalities Statement.
- Maintain strict confidentiality at all times.
- Undertake any other reasonable duties as required by the Senior Leadership Team.

Person Specification on next page.



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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
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 understanding of administration processes throughout the full employee/volunteering lifecycle	E
Demonstratable Excel skills, for reporting, mail merge, and record keeping	E

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T: 020 3727 3600
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Registered Charity Number 1112487