

JOB DESCRIPTION

Job Title: Human Resources Officer

Department: Human Resources

Location: Human Resources Office, Postal Headquarters, Douglas

Responsible to: Human Resources Manager

Responsible for: N/A

Purchase Order signing authority up to £250

Role Purpose

A dedicated, proactive role that provides support to the Human Resources departmental by working closely with business leaders in the implementation of policies and procedures, supporting employee relations and ensuring compliance with employment legislation whilst carrying out a range of administrative duties.

Dimensions

- Promote a positive workplace culture
- Support business goals by aligning HR practices with business strategy
- Contribute to workforce planning and talent management
- Support Leaders identify training and development needs
- Provide information and support on remuneration matters

The role holder will be CIPD qualified and/or have an extensive level of knowledge through previous experience.

Knowledge, Skills & Experience

- An understanding of the core HR functions such as recruitment, employee relations, performance management and compensation
- Familiar with IOM employment legislation
- Ability to develop, implement and interpret HR policies
- Understanding of HR software functionality and systems for managing employee data
- Aware of workplace dynamics, motivation and employee engagement
- Able to comply with workplace safety practices
- Understanding of workplace equality standards and legislation
- Competent in handling employee records, generating reports and analysing HR metrics
- Proficient in Microsoft Office Suite
- Clear and effective verbal skills
- Ability to draft written communication to a high standard including template creation
- Ability to mediate disputes and handle sensitive situation diplomatically
- Demonstrate discretion and understanding in handling personal and sensitive information
- Ability to prioritise tasks and manage multiple responsibilities efficiently

- Proactive approach to identifying issues and implementing solutions
- Experience in supporting grievances, internal investigations, disciplinary actions, capability and employee engagement initiatives
- Undertake research and draft HR policies
- Possess or to be working towards CIPD Level 3 Qualification and/or demonstrate working knowledge of HR principles and practices gained within an HR Environment
- Commitment to on-going professional development
- Be proactive in seeking knowledge and staying abreast of new and current legislation, and best practice
- Be able to challenge all levels of employees where applicable and have confidence to escalate where necessary.

Key Result Areas

- Timely and effective on-boarding of new recruits
- Satisfactory resolution of employee relations issues
- Timely updates and communication of HR policies
- Audit readiness and compliance reporting
- Adherence to legislation
- Supporting Leaders timely execution of performance reviews
- Supporting Leaders in goal setting and performance improvement plans
- Improvements in employee skills and competencies by supporting Leaders with team members personal development plans
- Efficient use of HR Management System and other associated tools
- Promotion of wellbeing programs and participation rates

Additional duties

- Arrange Annual First Aid Payments - (July)
- Coach/mentor 'work placement' students during their time in the Post Office
- Contact local Government bodies when necessary
- Contact various organisations for information required by as necessary
- Liaise with Leaders regarding queries about team members leave status, pay, absence etc
- Liaise with relevant parties with regard to compilation of Job Description, Job Specification.
- Assist HR Manager as required.
- Actively participate in own appraisal.
- Any other duties that HR Manager might deem necessary, appropriate to the grade.
- Conduct relevant workshops and provide support material for employees where necessary to ensure all employee related activities are carried out to the agreed standard and procedure
- Liaise with Leaders to ensure training requirements are met.

Communications and Working Relationships

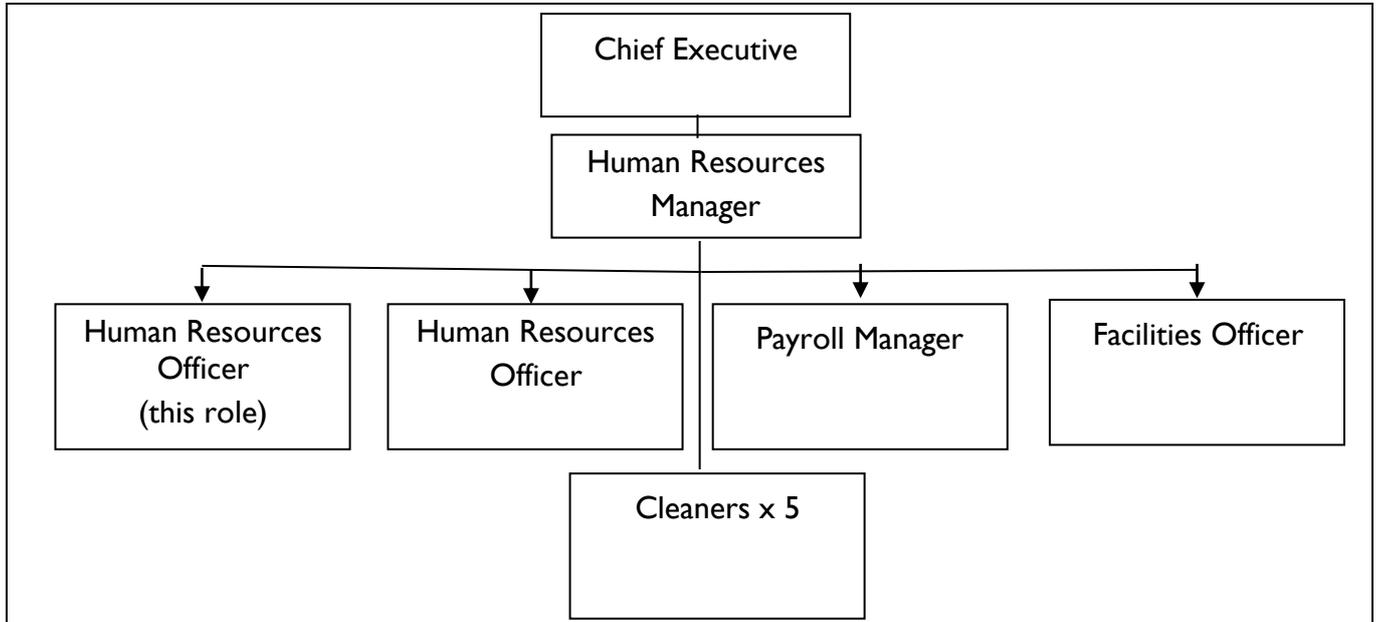
This role is required to liaise with internal and external stakeholders including but not limited to:

- Employees/Colleagues – both verbal and written
- Leaders – one-to-one and group meetings in personal, via teams and in written forms
- Senior management – providing updates, reports and attending presentations when submitting papers for approval
- HR Software providers – where issue with the platform may occur
- Occupational Health – when dealing with specific colleague health concerns
- Support Business led engagement activities such as Employee Surveys and other ad hoc projects
- Produce Colleague Notices in relation to relevant information such as vacancies

Scope for Impact

This role may directly influence both the employee experience and the organisational culture by recommending and implementing initiatives, promoting diversity and inclusion and supporting wellbeing. It supports the organisation attract and retain high-quality talent through effective recruitment strategies, onboarding processes and development support. Providing data-driven insights, supporting workforce planning and contributing to organisational strategy to align HR practices with business goals.

Organisation Chart



Prepared by: Helen Bedford, HR Manager

Signed: _____

Date: _____

Agreed by: _____

Signed: _____

Date: _____

You will be expected to attend all relevant training courses that are deemed necessary for the role in which you are employed.

The above statements are intended to describe the general nature and level of work being performed by the employee undertaking this role. They are not an exhaustive list of all responsibilities, duties, and skills required for the role. Employees may be required to carry out other duties and responsibilities not listed according to the needs of Isle of Man Post Office. This will be subject to consultation with the post holder with as much advance notice as possible.

Competency levels:

The competency levels for this role are:

Competency	Level
Team working: Sets challenging objectives for themselves and the team; motivates colleagues, showing an energetic and positive approach; works collaboratively; sets a positive example and offers praise and support as appropriate.	C
Communication: Communicates in a clear and persuasive way; promotes their ideas, convincing others to agree to proposals; considers other views to produce a 'win-win' outcome; uses their understanding of the organisation and the position of other parties to inform their proposals; is flexible in re-thinking their approach to persuading others.	C
Achieving Results: Schedules activities and resources to deliver to agreed timescale; communicates openly to ensure plans and priorities are updated; seeks out information from different sources and perspectives; anticipates potential problems inherent in alternative courses of action; strongly focused on achieving results; takes responsibility for ensuring that the business plan objectives are met.	C
Delivering a quality service: Delivers an excellent service to internal and external customers; proactively seeks out ways to maintain and improve high standards of service; analyses performance data to assess quantity and quality of service provision; looks for ways to improve value for money and encourages colleagues to do so.	C
Development & Adaptability: Adopts a positive, energetic and constructive approach to change; encourages and supports colleagues in accepting and adapting to changes in working practices; develops new solutions to problems and responds positively to new ideas. Encourages and supports team members to develop their capability. Demonstrates specialist knowledge and understanding of the technical demands of their own job and that of team	C
Personal Management: Shows determination and drive to deliver and succeed; puts in extra effort to complete important tasks on time; shows stamina and can manage a diverse range of projects; calm and confident under pressure.	C

Revised July 2025

PERSON SPECIFICATION

Role: Human Resources Officer		
Attributes	Essential/Desirable	Method of Assessment
Qualifications <ul style="list-style-type: none"> CIPD Level 3 Qualification (or working towards) 	Desirable	Application Form/Pre-Employment Checks/Interview
Experience <ul style="list-style-type: none"> Extensive knowledge and practice of core HR functions (recruitment, employee relations, performance management, compensation) Experience of supporting leaders to undertake the HR related responsibilities required for their role 	Essential	Application Form/Interview
Knowledge & Skills <ul style="list-style-type: none"> Solid understanding of IOM employment legislation Competent user of HR software and systems Application of HR best practice evidencing continual improvement of process and procedures 	Essential	Application Form/Interview
	Essential	Application Form/Interview
	Essential	Application Form/Interview
Personal Attributes <ul style="list-style-type: none"> Team player and independent worker Confidence to challenge and escalate when necessary Ability to multitask and prioritise workload Strong communication skills demonstrating professionalism and diplomacy to achieve action driven outcomes Confident coach and mentor to support best practice Problem solving and analytical skills 	Essential	Application Form/Interview
	Desirable	Application Form/Interview
	Essential	Application Form/Interview
Circumstances <ul style="list-style-type: none"> Isle of Man Worker Satisfactory Police Check 	Desirable Essential	Application Form/Pre Employment Checks Pre-Employment Checks