

Lead HR Officer (maternity cover)
£42,813 per annum
35 hours per week
Hybrid with primary office located in London



OUR VISION

As the largest women's organisation in the UK, we aim to offer women the best opportunity to make an impact in their communities and to make change on the issues that matter to them. We have a long track record of successfully campaigning for change at local, national and international level on everything from violence against women to climate change and microplastic pollution. We also offer women the chance to come together, to learn new skills and build social connections wherever they live.

The NFWI (National Federation of Women's Institutes) strategic vision sets out an ambitious plan to drive our organisation forward for the future by growing our membership, reaching more women and making a positive impact in communities across the UK. The vision statements are as follows:

We aim to be an organisation of choice for all women, building on our past successes and the strength of our current membership and influence to ensure a sustainable and strong future for the WI.

Vision statement 1: Bold and Inspiring

We will be a bold voice representing all women and the communities in which they live.

Vision statement 2: Growing and Relevant

We will work together to continually promote the achievements of our organisation, reach more women and grow our membership.

Vision statement 3: Inclusive

Our membership will reflect our local communities and we will represent women from all backgrounds through the work we do.

Vision statement 4: Flexible

We will remove any practical barriers to women supporting us by offering flexible ways they can engage with what we do.

OUR VALUES

The WI is based on the ideals of fellowship, truth, tolerance and justice. With our original roots in rural and agricultural communities, we now embrace the interests of women in both rural and urban communities. All women who are interested in the values and purposes of the WI may join.

OUR PURPOSE

The main purposes of the WI are:

- to advance the education of women and girls for the public benefit in all areas including (without limitation):
 - local, national and international issues of political and social importance;
 - music, drama and other cultural subjects; and
 - all branches of agriculture, crafts, home economics, science, health and social welfare;
- to promote sustainable development for the public benefit by:
 - educating people in the preservation, conservation and protection of the environment and the prudent use of natural resources; and
 - promoting sustainable means of achieving economic growth and regeneration;
- to advance health for the public benefit; and
- to advance citizenship for the public benefit by the promotion of civic responsibility and volunteering.

The WI seeks to give women the opportunity of working together through the WI in their communities, of developing their capacity and skills, and of putting into practice those ideals for which the WI stands.

INFORMATION ABOUT THE NFWI

The WI was originally formed in 1915 with two clear aims: to revitalise rural communities and to encourage women to become more involved in producing food during the First World War. Since then our aims have broadened a little and we are now the largest women's organisation in the UK. We currently have over 180,000 members in 5,500 WIs.

Membership is open to all women who have reached the Age of Majority and meetings are held in workplaces, village halls and pubs in towns, cities and villages.

We also offer the option to join our movement without becoming a member, by giving a donation to become a WI Supporter or WI Supporter Plus. Our Supporter options are an opportunity to support our causes and campaigns, and be kept in the loop about all things WI.

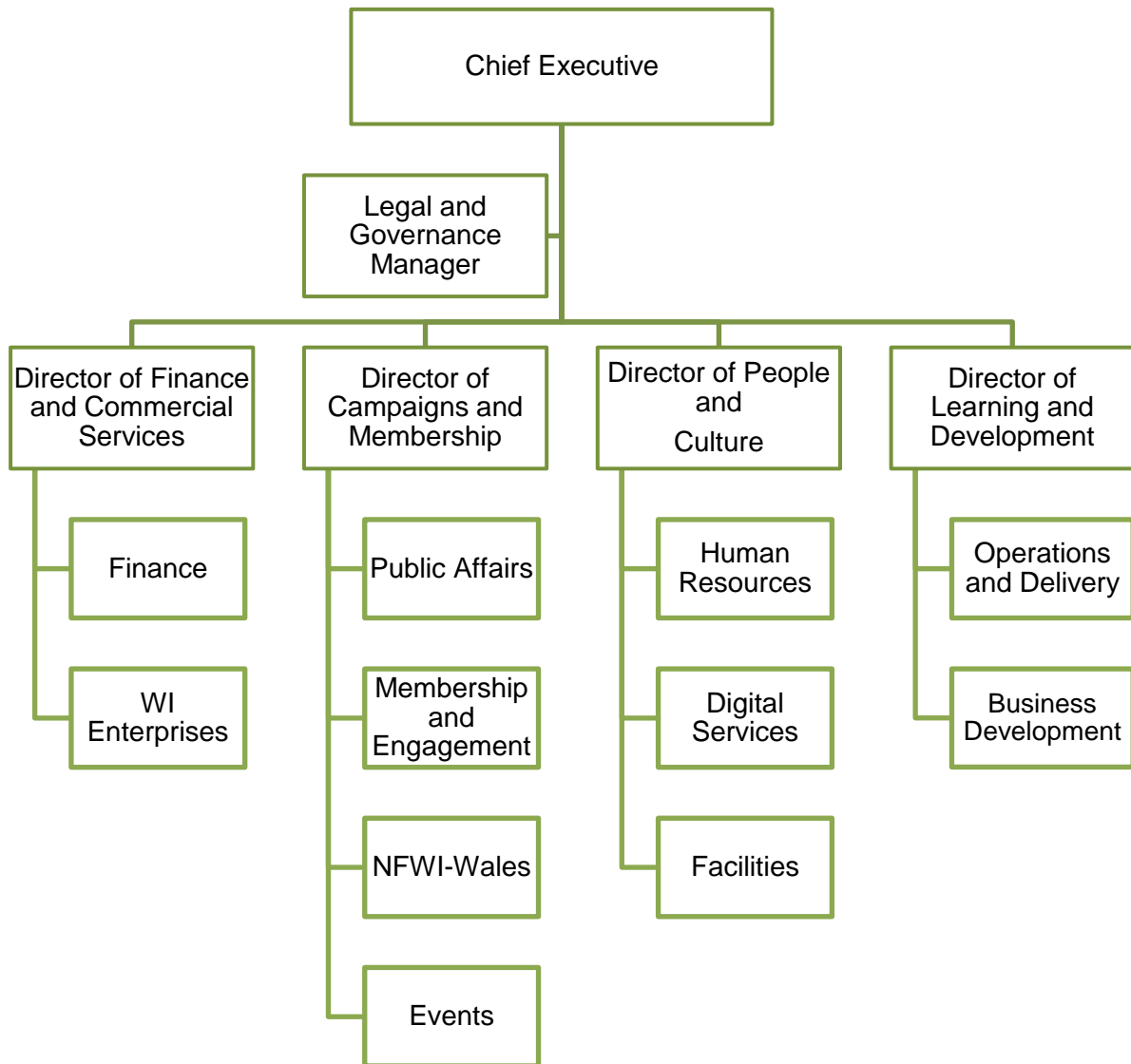
THE STRUCTURE AND FRAMEWORK OF THE NFWI

Structure

Each WI is self-governing within the framework of the WI constitution and rules, and belongs to one of 69 federations – each with a regional office. The WIs and federations make up the National Federation. Each level of the organisation is run by a committee of elected members. The NFWI Board of Trustees is democratically elected every two years by WI members. The national head office is in London, but there are also offices in Cardiff and Oxfordshire.

NFWI staffing structure

The NFWI has approximately 40 staff across three sites, in London, Wales and Oxfordshire.



Finance and Commercial Services

The Finance and Commercial Services directorate includes, Finance (and fundraising) and WI Enterprises (Ltd). It is responsible for all income generation and management activity, and brings together our financial services, commercial services and fundraising to ensure a joined up approach to our long-term financial planning, income generation and sustainability with a focus on moving away from reliance on membership income and developing a diverse income portfolio.

WI Enterprises (WIE) sits within the Finance and Commercial Services directorate and is the trading company of the NFWI. It exists to raise revenue for the NFWI from WI Life magazine, the sale of WI branded products and commercial partnerships.

WI Life is the national membership magazine of the Women's Institute. It is delivered directly to members eight times a year and as well as raising revenue through advertising revenue, it features articles and news stories showcasing the diversity and wide-ranging interests of WI members from all walks of life.

Campaigns and Membership

The Campaigns and Membership directorate includes Public Affairs, Membership, Events, and the NFWI Wales Office. It is responsible for a seamless membership experience across England, Wales and the islands and ensures all member initiatives and services are planned and co-designed by the four member-facing teams.

Campaigns are a leading part of the membership experience and the NFWI has been campaigning since 1918 on issues that include domestic violence (1975), equal pay (1943), AIDS (1986), breast cancer screening (1975), oil pollution (1927), renewable energy (1977) and family planning (1972). Most recently we have passed resolutions on autism and ADHD in women and girls, and awareness of the symptoms of ovarian cancer. This directorate also has a strong external focus and ensures NFWI is engaged with, responding to and initiating key external discussions and projects which will impact our organisation's long-term future.

Learning and Development

The Learning and Development directorate is responsible for ensuring a high-quality education and learning experience to members across England, Wales and the islands that enhances the NFWI's membership offer. Learning and development for members and non-members is mainly delivered through the [WI Learning Hub](#), an online platform that offers free, high-quality educational courses tailored to diverse needs and aspirations. As an educational charity, learning is at the heart of the WI. The provision of education through the Denman Trust enabled the launch of the WI Learning Hub in January 2024.

People and Culture

The People and Culture directorate includes Human Resources (HR), Digital Services and Facilities Management. It is responsible for ensuring that our working culture, work place and systems support and drive the organisation's strategy. As a whole, the directorate drives our long-term plans to develop organisational and people policies, processes and systems, that best reflect how we want to work and who we want to be as an organisation, while ensuring staff and volunteers have what they need to be the best they can be.

The NFWI recognises employees as unique individuals who contribute to the NFWI vision and strategy in different ways. It is important that the working environment is a place where everyone thrives, relationships flourish, and professional goals are achieved.

The HR Team

The HR team is responsible for developing and implementing policies that ensure fair treatment, equity and respect towards all employees. It encompasses diverse areas such as recruitment, employee engagement, policy development, performance management, wellbeing, learning and development, and employee relations.

The Digital Services Team

Digital Services is responsible for the organisation’s IT provision, the development and management of the NFWI website and its content, as well as the membership database (MCS). The team is also instrumental in maintaining the member platform, My WI (resources library for members) and ensuring compatibility with other digital platforms, such as the WI Learning Hub.

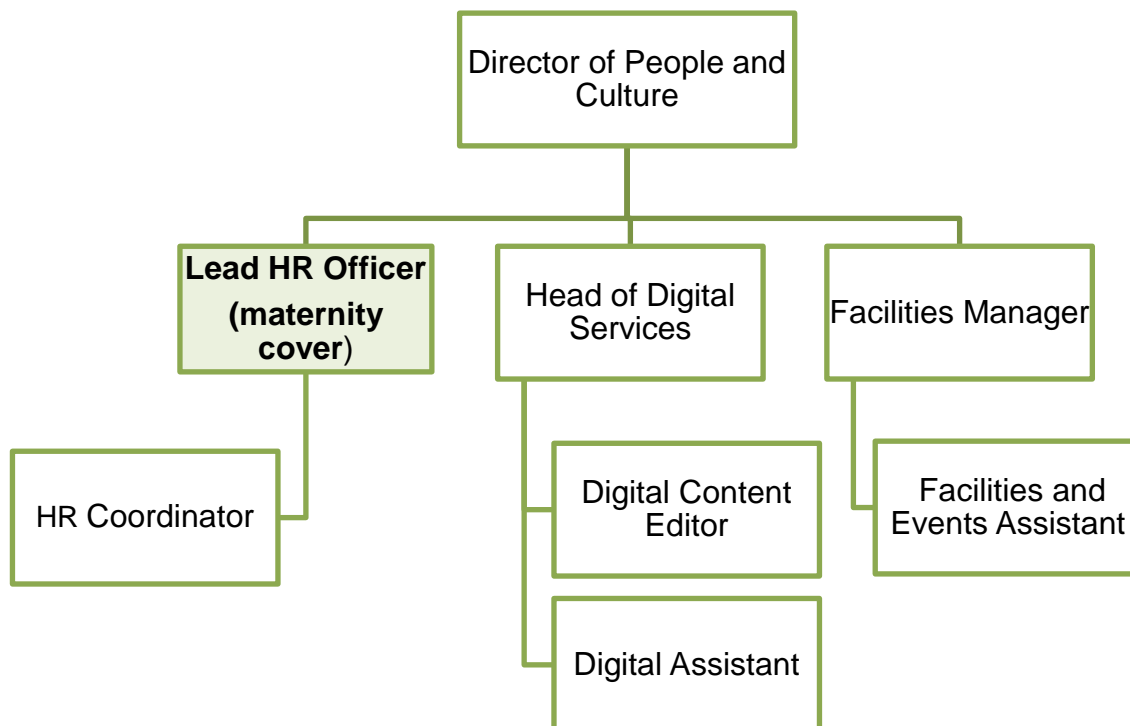
The Facilities Team

The Facilities team works across the NFWI to ensure the health and safety of employees and visitors at NFWI premises. Their main focus is the office at 104 New Kings Road, where they have responsibility for maintaining its facilities and any essential building work. The team is also responsible for service contracts, the reception at the London office, postal services and managing the HQ email inbox.

Lead HR Officer (maternity cover)

The Lead HR Officer role combines operational aspects with project and strategic work, focussing on policy work and development as well as ensuring the organisation’s compliance with employment legislation and best practice. It also has responsibility for managing the HR Coordinator.

People and Culture Directorate structure



JOB DESCRIPTION

Job Title:	Lead HR Officer (maternity cover)
Department:	Human Resources
Location:	104 New Kings Road, London, SW6 4LY
Organisation:	National Federation of Women's Institutes (NFWI)
Reports to:	Director of People and Culture
Responsible for:	HR Coordinator

Main Functions

This is a generalist role with a commitment to the recruitment and retention of talented staff through facilitating a positive working environment where staff are able to express opinions, and feel empowered and fulfilled in their roles.

This post provides the organisation with a wide range of HR services, with particular focus on employee relations, policy development, recruitment, and leading on mental health and wellbeing initiatives.

This post is a blend of strategic and operational activities.

Principal Responsibilities

HR and Related Policies

- Identify opportunities for policy or process development to ensure the NFWI remains at the forefront of employment practices.
- Review and implement HR employment policies that will impact our working environment.
- Present new policies to the HR Group and Board of Trustees.
- Ensure policies are aligned to our strategic vision and wider organisational policies with crossover such as the Member Complaints and Equality, Diversity and Inclusion policies.
- Advise on equality, diversity and inclusion, and develop a framework of principles to embed into our HR policies and practices where relevant. These will be assigned between the team.

Employee Relations

- Deliver effective HR practices and people solutions aligned to organisational objectives.
- Provide guidance and advice based on employment law and best practice to support managers, staff and federations on a wide range of people issues.

This will include discipline, grievance, performance and sick absence management, flexible working, maternity and other family-friendly advice, as well as supporting organisational restructures and redundancy, ensuring the best outcomes and legal compliance at all times.

- Deal with complex or sensitive day-to-day people management issues and support managers with applying policy.
- Work with managers on recruitment and resourcing solutions, and oversee the recruitment process as carried out by the HR Coordinator. This also includes representing HR on interviews.
- Work with the HR Coordinator during the onboarding process to help staff to feel welcome and ensure they have a good start with the NFWI.
- Support the HR Coordinator with the performance management process and training requests as needed.
- Oversee the preparation of contracts, payroll, pay award and pensions, supported by the HR Coordinator .
- Work with the Facilities Manager on staff safety and wellbeing issues, where relevant.

Staff and Organisational Engagement

- Support the Director of People and Culture to maintain staff trust and a positive culture through effective communications and feedback from staff.
- Lead HR advisory workshops or online employment law and best practice sessions with NFWI staff/managers and federations to help maximise their employment relationships with their staff.
- Review wellbeing initiatives and recommend different options to support staff.
- Take a leadership role in the Mental Health Working Group (Mental Health First Aiders and HR team) and Health, Wellbeing and Happiness Working Group, maintaining a calendar of events and awareness days to mark throughout the year and ensure these are actioned with the support of staff volunteers.

Organisational Development

- Support the Director of People and Culture in creating a new HR strategy which includes our *HR ambitions* to positively add value to both the organisation and staff.
- Contribute to organisational development by linking in with other departments, attending a variety of committees and working groups and staying relevant to ensure our position reflects the organisational and national position.
- Lead our Equality, Diversity and Inclusion policy review and make relevant changes to HR policies and practices
- Lead our commitment to staff on sexual harassment protection
- Deputise for the Director of People and Culture at HR Group and Board of Trustees meetings.

HR Generalist Work

- Check monthly payroll and help prepare the annual pay award in October
- Produce contracts of employment for new staff
- Be the lead contact with the HR database provider and ensure the system works effectively and stores relevant information that is accessible to staff.
- Lead the application of HR policies such as family friendly, toil, sick and scheduled absence
- Plan, research and implement HR projects
- Stay relevant with HR trends and the national conversation in particular around the sandwich generation
- Answer general HR queries in a timely way, which will mainly be from staff or federations and with compassion
- As part of the HR team, work together to improve HR process and our HR service
- Ensure there is a record of regular timed actions including payroll, pension, appraisal, fixed term and freelance contracts, sick absence and holiday etc.

People Management

- Champion positive culture and encourage constructive interactions and respectful behaviour that maintains the trust of staff.
- Promote an inclusive and collaborative environment that values diverse opinions and provides equal opportunities.
- Manage workplace relationships and dynamics, including addressing any challenges or conflict within the team.
- Be active in recruitment, induction and onboarding of new staff to help them integrate and learn quickly about the organisation.
- Allocate work within the team that will benefit the NFWI's strategic objectives and create a sense of ownership.
- Support performance and help navigate any challenges. Where there is a performance concern, be clear about the areas for improvement.
- Understand individual strengths, development and interests and where possible provide opportunities for professional development through training or new experiences within their role, their team or across the organisation.
- Monitor team budgets if relevant and contribute to the budgeting and forecasting process.
- Understand organisational and HR policies to support staff throughout the employee lifecycle, for example, flexible working, family friendly, respect at work, sick absence, equality and diversity, and discipline and grievance.
- Promote staff wellbeing and mental health. Actively listen and work with individual's to facilitate support and access to resources.

This is a summary of the main activities of the role and this post requires flexibility to undertake other duties not specified in this job description but compatible with the role or the department.

We pride ourselves on being one big team and expect all NFWI roles to provide occasional support in other areas of the business where skills are compatible.

PERSON SPECIFICATION

Qualities	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working in a busy HR environment in a similarly demanding role, delivering an efficient and effective professional HR service with accuracy. • Experience in a generalist role, and of giving advice and support across a range of HR responsibilities to managers and staff. • Experience of HR policy review and development in line with employment law. • Experience of using a HR professional resource platform to support departmental work and HR practices. • Experience of leading on wellbeing activities and other HR project work in line with an organisations strategic vision • Experience as an HR '<i>engager</i>' and of helping to shape an organisational culture that positively impacts on the working lives of staff. • Experience of writing and delivering informal training sessions (face-to-face or digital) on HR practices or themes. 	<ul style="list-style-type: none"> • Experience working with a HR database and (we use NaturalHR) external HR resources (such as HR Inform). • Experience of digital communication platforms. • Experience of advising a best practice approach to policy and practice. • Experience of managing monthly payroll, annual pay award and contributing to end of year audit. • Experience of supervising or managing staff. • Experience of deputising for a more senior manager.
Education and Training	<ul style="list-style-type: none"> • CIPD level 5 qualification. • Technically able to lead on performance management, disciplinaries and grievances. 	<ul style="list-style-type: none"> • Mental Health First Aid qualification. • Making use of CIPD resources including networking opportunities.

<p>Knowledge</p>	<ul style="list-style-type: none"> • A good understanding of HR policy and the employment law legislation that underpins it. • An understanding and interest in employment trends and ways to improve an organisations culture and the working lives of staff. • Understanding and commitment to promoting EDI. • Knowledge of GDPR in respect of HR records and sensitive personal data. • Understanding HR risk to protect the organisation. • Knowledge of Office 365 including Word, Excel and Outlook. 	<ul style="list-style-type: none"> • An understanding of the WI. • Ideas of potential EDI initiatives and implementing practices. • Knowledge of reward or recognition opportunities.
<p>Skills/Abilities</p>	<ul style="list-style-type: none"> • Enthusiasm for keeping up to date with best practice and employment law. • Strong interest in and a flair for policy development. • Forward thinking in terms of diversity and developing HR practices that support it. • Change orientated, with a 'proven continuous' approach. • Ability to communicate with respect, sensitivity, tact and diplomacy and vary the approach according to the audience. • Ability to deliver accurate information both written and verbally. 	<ul style="list-style-type: none"> • Confident to present to groups including committees or Board. • Ability to influence a discussion positively and with respect.

	<ul style="list-style-type: none"> • Ability to explain complex information to non-specialists. • Ability to work with confidential and sensitive information and build a reputation that supports this. • Proven problem-solving skills. • Excellent organisations skills and the ability to plan and manage numerous competing priorities. • Excellent administration skills. • Ability to build trust-based relationships and inspire others, taking an empathetic approach, yet confident to deliver difficult messages when necessary. • Ability to remain calm, demonstrating patience and resilience under pressure. • Possess a naturally collaborative and consultative style. • Ambitious and driven to achieve results and meet deadlines. • A natural networker, internally and externally. • Demonstrable commitment to championing good mental health and wellbeing, diversity, inclusion and equality of opportunity and embedding organisational vision into HR work. 	
<p>Circumstances of the job</p> <ul style="list-style-type: none"> • This is a fixed-term appointment covering a period of maternity leave until April 2026. • The salary is £42,813 per annum, which is NJC point 29 in the range 29-32. 		

- The NFWI operate a hybrid working arrangement which includes:
 - Staff are required to work a minimum of 1 day in their primary office each week (agreed with the manager) but with ability to work up to 3 days a week in the office.
 - Attendance at meetings, events and conferences to enhance performance or that fall within this role, are in addition to this.
 - Managers can request you attend the office more often where there is a business need.
 - Core hours are in effect, from 10am to 4pm, which means your hours must include this time but with flexibility to work between 8am and 6pm, both at home and in the office.
 - There is a Hybrid Policy to support the arrangement, which is non-contractual and subject to change.
 - We are also open to other forms of formal flexible working requests from the outset as we have removed the statutory length of service requirement.
- Some attendance at meetings or conferences may occasionally require an overnight stay unless they are digital.
- Evidence of right to work in the UK will be required at interview stage.
- The selection process starts with a written application to explain your suitability for the role based on the job description and person specification, and any ideas you have to enhance your application. The interview process will be a mixture of digital and in person, but please contact us if this is difficult for you.

Thank you for your interest in working for the National Federation of Women's Institutes

SELECTION PROCESS

How to apply

To apply for this role, **please submit a covering letter and your current CV**. In your letter you will need to explain why you are interested in the role and how your skills and experience make you a suitable candidate based on the job description and person specification.

Please note that incomplete applications will not be considered. If there is a reason you are unable to send a covering letter, please contact the [HR team](#) as we will be happy to help.

Your completed application should be returned via email to the [HR team](#) by **2 March 2025**.

Applications after the closing date will not be considered.

Unfortunately we are unable to provide feedback on applications if not shortlisted for interview, therefore if you have not heard from us by **16 March 2025**, please assume that your application has been unsuccessful.

For further information on the NFWI refer to our website www.theWI.org.uk

Shortlisting of candidates

All applications will be measured against the person specification and job description as presented above.

Interview process

Applicants that demonstrate their skills, experience and knowledge to a sufficient standard in their application will be invited to interview.

First-round interviews will take place w/c **10 March 2025**.

Following the first round of interviews, successful applicants will be invited to a second round of interviews, which will be held in-person at our London office that same week.

FURTHER APPLICATION INFORMATION

Qualifications

Candidates should be prepared to produce evidence of educational and professional qualifications claimed on their application form if required.

Salary

The NFWI sets salaries in accordance with the National Joint Council (NJC). NJC negotiates a salary award each year payable from 1 October. All offers of employment will be made at the starting point on the scale.

The salary for this post is £42,813 per annum. This is NJC point 29 in the range 29-32. Salary is paid monthly in arrears on the 25th of each month for the whole calendar month.

References

All offers of employment are subject to satisfactory references.

Right to work in the UK

All offers of employment are conditional upon evidence of your right to work in the UK. You will be asked to present this before appointment.

Probation period

All staff will undertake a six month probationary period which can be extended up to 12 months.

WORKING FOR THE NFWI

Diversity and Equal Opportunities

We believe that the principles of equality, diversity and inclusion are central to our work as an effective employer. They are inherent in our values. We pride ourselves on building positive relationships, we strive to ensure that anyone who engages with us finds it easy to do so, and feel they are supported and treated fairly, with dignity and respect.

The NFWI recognises that groups in society experience discrimination as a result of a protected characteristic. We oppose such discrimination. When recruiting, the NFWI does not discriminate against any applicants. All vacancies will be filled by successful applicants assessed on their ability to do the job. We guarantee an interview to any candidate with a disability who meets the essential criteria for the post.

Employee Benefits

Benefits we currently offer include:

- Hybrid working with a minimum of one day a week in the office
- A fully auto-enrolled contributory Personal Pension scheme with maximum employer contributions set at 8%
- A holiday entitlement of 196 hours (28 days) per annum rising to 210 hours (30 days) after 5 years' service. Bank holidays are in addition to this
- Benenden Health scheme (non-contributory)
- Company enhanced maternity, adoption and partner/paternity pay subject to qualification
- Family leave policies including parental leave, flexible working, compassionate leave, carer's leave and dependant's leave
- Wellbeing policies including mental health and wellbeing and menopause
- Commitment to training and development

OUR LOCATION

Address: 104 New Kings Road, London, SW6 4LY

Tel: 020 7371 9300 (switchboard)

Nearest tube station: Parsons Green or Putney Bridge (District line)

Nearest train station: Putney

THANK YOU FOR CONSIDERING THE NFWI