



People Officer

Job Description

Division	Central Design and Planning
Team	People
Reports to	Head of People
Direct Reports	None
Key relationships	Internal: across all staff External: Service providers e.g. DBS, EAP
Working location	Hybrid: Mon – Victoria, London, WFH
Competency Framework level	1
Date Prepared	December 2025

Thrive at Five Introduction

Thrive at Five's vision is a society where every child can thrive and achieve their potential.

Our mission is to help children develop strong foundations for life and learning, in and alongside communities where families face the most challenges.

We work in Stoke-on-Trent, Redcar & Cleveland and Middlesbrough, and have just announced a programme in West Dunbartonshire, Scotland, partnering locally to join up and strengthen early years systems so children can thrive from pregnancy to five.

Our goal, everywhere we work, is to achieve long-term, sustained improvements in children's developmental outcomes. In England, one of the ways we measure this is through the proportion of children reaching a Good Level of Development at age five, alongside other robust indicators.

Our work is rooted in place and built on long-term partnership. We focus on areas where outcomes for children are persistently low, committing to work alongside partners for a minimum of five years to build trust, embed change and support sustainable improvement. Alongside delivery, we capture learning from each place to develop a practical, experience-informed playbook that supports wider system improvement.

This is an exciting opportunity for an HR professional to join Thrive at Five to play a key role in the development and delivery of Thrive at Five's People Strategy.

Our People Strategy is central to creating a consistent, positive staff experience, from recruitment, onboarding and induction through training, professional development and ongoing support once in post.

We have grown quickly in recent years, working with external consultants and specialists to develop our People offer. We now believe it is the right time to bring more of this expertise in-house and have brought in an interim Head of People to drive this change. We are now looking for an HR Officer to support in the development of a compelling people offer.

Purpose of the role

This new role will help provide stability as Thrive at Five continues to scale, while also supporting the development of effective, inclusive and responsive ways of working.

The post involves all key aspects of HR with responsibility for supporting the implementation of HR processes across the organisation, working closely with the Head of People who you will support in delivering a people offer.

The role will also work closely with the Finance team to deliver a range of related functions including payroll and pensions.

Key accountabilities

Working with the Head of People to develop the people offer. the role will be supporting our people, acting as first point of contact for all queries.

Specifically, your objectives will include:

- Acting as first point of contact for HR related queries from staff, identifying advice and guidance as required, and escalating as needed to resolve;
- Supporting our recruitment processes across the organisation, including our DBS processes, and ensuring consistency in our approach to recruitment as an organisation;
- Refining and ensuring implementation of our onboarding processes, including providing guidance and advice to line managers, to ensure all staff have a positive experience as they join Thrive at Five and are provided with the support they need;
- Working alongside our communications team to refine our internal communications strategy, monitoring effectiveness and adapting as Thrive at Five grows;
- Supporting the development of Thrive at Five's HR policies, ensuring they are reflective of new regulation and responding as needed to changing needs within the organisation;
- Actively assessing new and emerging HR related needs and work with the Head of People and others to resolve, through building strong relationships across all teams and running the annual staff survey;
- Managing all HR administrative processes, including record keeping and monitoring of training, absences, annual leave etc.

Policies, Procedures and Compliance

- Be familiar with, and comply with all organisational policies, procedures and guidelines.
- Promote and support initiatives that contribute to a healthy and safe working environment for all employees, contractors and visitors.
- Ensure compliance with Health and Safety policies and legislative requirements.

Other duties may be reasonably assigned to this position in consultation with your manager.

Competencies



Leadership Competency



Qualifications and Experience

A relevant HR qualification e.g. CIPD, or working towards

Solid experience and understanding of HR, ideally from a generalist background or experience in a people team previously.

Strong desire to build skills and experience across HR disciplines, with an ability to learn quickly and deploy this learning into practice.

The ability to balance the importance of developing and following processes with meeting the needs of staff and reflecting the culture and values of the organisation.

Knowledge and Skills

Excellent written and oral communication skills which can provide clarity and guidance around process in a simple and engaging way.

Strong interpersonal skills with the ability to develop relationships with staff at all levels.

High levels of empathy, passion, and care for those in our community.

Alignment with our organisation's values.

Strong organisational skills with an eye for detail;

Ability to be flexible and adapt your approach in response to lessons learned, and comfort with ambiguity and working in a fast-paced environment with a test and learn approach.

An understanding of the charitable sector, although we are open to applicants from all backgrounds

The offer of this role to the successful candidate will be subject to a DBS check. If there are any issues which might be raised through a DBS check please include this in your cover letter.