

Job Description

HR Officer

Part-Time

About Positive Signs

Positive Signs is a Deaf-led organisation creating lasting change in communication accessibility. Through our family of services — Deaf Inclusion, ClickBSL, DeafWork, BSL Guru, Positive Signs Community, and Sign-Cast — we deliver interpreting, BSL training, translation, media, and Deaf awareness across the UK.

As our team continues to grow, we are seeking a skilled and proactive HR Officer to support staff, uphold compliance, and ensure that Positive Signs remains an inclusive and supportive place to work.

Job Title

HR Officer

Hours of Work

Part-time - 15 hours a week (3 hours per day across 5 days a week)

Location

Positive Signs Hub, Upminster, Essex

Reports to

Strategic Director

Company Benefits

- Company Healthcare
- Birthday is not a workday
- Holiday Purchase Scheme
- Long Service Holiday Reward
- Company Sick Pay

Description

Purpose

The HR Officer will provide a high-quality, efficient HR service across Positive Signs. You'll support the full employee lifecycle — from recruitment and onboarding through to wellbeing, performance, and compliance — ensuring that all HR activities align with the organisation's Deaf-led ethos and inclusive culture.

You'll work closely with the Strategic Director, line managers, and the Office & Communications Coordinator to maintain strong communication, clear processes, and a positive employee experience.

Key Responsibilities

HR Administration & Compliance

- Maintain accurate and up-to-date employee records, contracts, and files.
- Ensure all HR policies, processes, and documentation comply with current UK employment legislation.
- Oversee Right to Work checks, DBS processing, and training compliance tracking.
- Process monthly payroll from start to finish, process tax year end, P11D's using Xero.
- Manage HR inbox and respond to staff queries efficiently and confidentially.

Recruitment & Onboarding

- Support line managers with job descriptions and recruitment campaigns.
- Manage the end-to-end recruitment process, including advertising roles, screening applicants, and arranging interviews.
- Prepare offer letters and contracts for new starters.
- Coordinate onboarding and induction processes, ensuring all new employees receive appropriate Deaf Awareness and BSL introductions.

Employee Relations & Support

- Act as the first point of contact for HR queries and staff concerns.
- Support line managers in addressing sickness, absence, or performance issues appropriately.
- Coordinate formal HR processes such as grievances, disciplinaries, and investigations where required.
- Maintain confidentiality and provide objective, fair advice in all employee relations matters.

Wellbeing & Development

- Collaborate with the Office & Communications Coordinator on staff engagement and wellbeing initiatives.
- Track completion of mandatory training and identify opportunities for professional development.
- Support the implementation of appraisals, reviews, and training needs analysis.
- Promote inclusivity and accessibility within HR communications, working with the Translation Team where needed to make key HR information available in BSL.

Policy & Process Improvement

- Keep HR policies and procedures up to date and in line with Positive Signs' values and legislation.
- Recommend process improvements to strengthen HR administration and employee experience.
- Support with the rollout of new policies and ensure consistent communication across all teams.

Person Specification

Skills and Experience

Essential:

- Previous experience working in an HR role (minimum 2 years).
- Good working knowledge of UK employment law and HR best practice.
- Excellent organisation and attention to detail.
- Strong interpersonal and communication skills with the ability to build trust.
- Confident using Microsoft 365, Teams, Xero and HR record systems.
- Discreet, professional, and approachable manner.

Desirable:

- CIPD qualification (Level 3 or above) or working towards it.
- Experience in a Deaf-led, charity, or creative organisation.
- Understanding of Deaf culture or basic BSL skills, or willing to learn BSL.
- Experience with Xero or similar HR/payroll systems.

What You'll Gain

- Be part of a Deaf-led organisation with inclusivity and accessibility at its core.
- The opportunity to shape and strengthen HR systems and processes.
- A flexible, supportive environment that values development and wellbeing.
- The chance to make a genuine impact on people and culture within a growing organisation.

Salary

From £28,000 pro rata.

To Apply

Please complete our application form - click [here](#).

Positive Signs Ethos

At Positive Signs, we are committed to creating a more inclusive world. As a Deaf-led organisation, our core mission is to enable others to improve their equal opportunities practices, with a focus on Deaf inclusion and accessibility.

We proudly apply the same values within our own organisation, fostering a supportive and equitable working environment. Positive Signs is an equal opportunities employer and a Disability Confident organisation. We actively encourage applications from individuals who share our passion for inclusion and who bring diverse experiences to our team.

Declaration of Interests

All employees of Positive Signs Ltd are required to declare any existing or potential conflicts of interest. This includes any controlling or significant financial interest in an external business, such as another interpreting provider, supplier, or related service, which could impact or be perceived to impact your role at Positive Signs.

Any such interests must be disclosed to the Director at the start of employment or as soon as they arise during the course of employment. This ensures transparency and upholds the integrity of Positive Signs' services and relationships.