

Job Title: Human Resources Officer

Organisation: groundWork

Reports to: Operations Director

Job Purpose

To provide accurate and confidential administrative support for the HR function at groundWork. The role focuses on maintaining HR records, scheduling and facilitating performance reviews, supporting recruitment and onboarding, processing leave and benefits, and assisting with compliance reporting in line with legislation and organisational policies.

Key Responsibilities

1. HR Records & Data

- Maintain complete and up-to-date employee files (electronic and physical), including registers and documentation relating to performance assessments.
 - Schedule performance review meetings, file completed forms, and update records.
 - Capture, update, and track leave, attendance, and HR statistics.
 - Ensure confidentiality and compliance with POPIA in all record-keeping.
 - Requisition permanent, contract, and consultant payments through the Senior Bookkeeper for HR record updates.
 - Receive and respond to HR-related audit requests.
 - Update the organisation's organogram as required.
 - Maintain and update databases for employees and consultants.

2. Recruitment & Onboarding Support

- Prepare interview packs, schedule interviews, and communicate with candidates.
- Draft standard employment documentation (contracts, forms, terms of references, job descriptions and checklists) for approval and issue by management.
- Assist with induction logistics, including scheduling sessions and updating induction registers.

3. Leave & Benefits Administration

- Receive and process leave forms; maintain leave registers in line with the Basic Conditions of Employment Act (BCEA) and organisational policies.
- Liaise with Finance for leave accruals and deductions.
- Track employee benefit enrolments (e.g., medical aid, pension) and update records on instruction.

4. Compliance & Reporting Support

- Prepare standard HR letters (confirmation of employment, UIF forms, reference letters).

- ☐ Collate and capture HR data for statutory submissions (UIF, Employment Equity, Skills Development) under supervision of the Operations Director.
- ☐ Provide accurate HR records for audits and inspections.

5. General HR Office Administration

- ☐ Manage and maintain the shared HR email inbox for the organisation; triage and:
 - ☐ log queries;
 - ☐ escalate matters where necessary;
 - ☐ schedule and coordinate the relevant meetings in support, and;
 - ☐ track resolution to closure in line with agreed turnaround times.
- ☐ Arrange HR-related meetings and training sessions; record attendance.
- ☐ Provide administrative support to the Operations Director as required.

Knowledge, Skills, and Competencies

- ☐ Strong administrative and organisational skills.
- ☐ Accuracy and attention to detail.
- ☐ Proficiency in MS Office (Word, Excel, Outlook).
- ☐ Good interpersonal and communication skills.
- ☐ Ability to handle confidential information with discretion.
- ☐ Understanding of HR processes and documentation.

Qualifications and Experience

- ☐ Matric certificate (essential).
- ☐ HR or Business Administration diploma/qualification (advantageous).
- ☐ At least 2 years' experience in an administrative role, preferably in HR.
- ☐ NGO sector experience will be an advantage.

Behavioural Attributes

- ☐ Professional, reliable, and organised.
- ☐ Service-oriented with a helpful approach.
- ☐ Respectful of confidentiality and sensitive information.
- ☐ Ability to work with sensitivity across diverse staff groups, in line with Employment Equity principles.
- ☐ Commitment to groundWork's mission and values.

Salary: Gross annual package of R343,869 (paid over 13 cheques, inclusive of benefits)