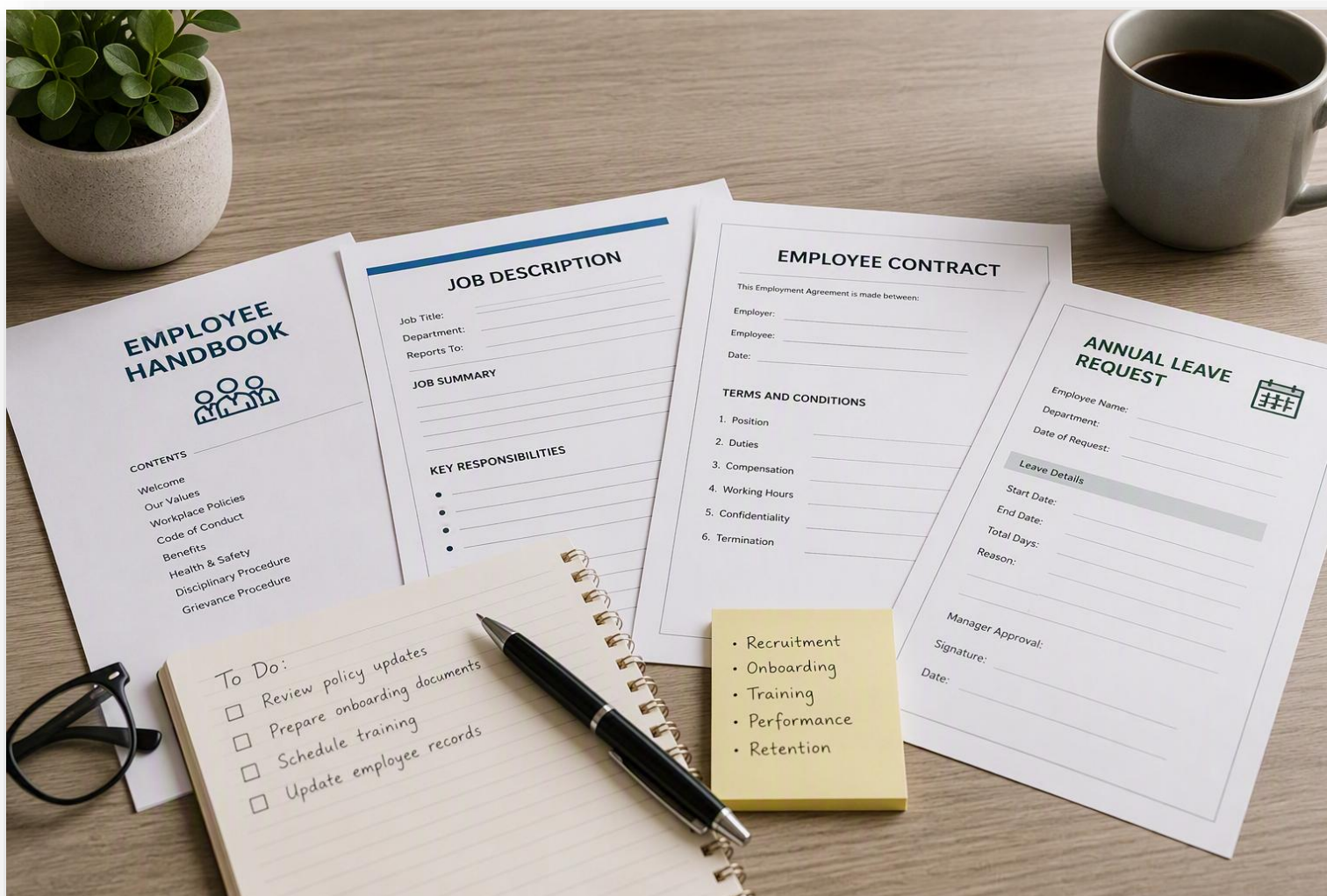




SENIOR HR ADVISOR RECRUITMENT PACK



Who we are

Suffolk Refugee Support aims to enable all asylum seekers and refugees in Suffolk to live integrated, fulfilled and contributing lives in their new communities. We provide a welcoming environment where clients can access help, advice, support and practical services to be healthy and safe and begin to rebuild their lives. We work with external agencies, community and voluntary sector organisations, health providers and others to enable our clients to access a range of support. We are based in Ipswich, but our services operate increasingly across Suffolk as refugees and asylum seekers are housed across the county.

Values

Individuals Matter - Each Client is unique and has an intrinsic value and constructive role to play in UK society

Respect - We are open, welcoming, respectful, and transparent in our dealings with one another and with others

Self Determination - We direct our efforts towards self-determination and ultimate independence for our Clients

Client Centred - We are led by the needs and interests of our Clients and design our services to work holistically to meet these

Safe Environment - The all-round safety and security of our Clients and everyone who works for and with SRS is of paramount importance

Keeping Informed - We keep ourselves fully informed and knowledgeable about every sphere of our work

Aims

Basic Needs - To address our Clients' fundamental needs including immigration status, housing, education, physical and mental health, employment and personal safety

Social Well-being – To facilitate and support recreational and leisure-time activities aimed at enhancing our Clients' social well-being and quality of life

Independence - To support our Clients in transitioning towards independence from SRS' services

Awareness and Rights - To promote awareness and understanding of our Clients' experience in the community, including advocating, advising, and lobbying to encourage statutory and other bodies to meet their obligations to our Clients

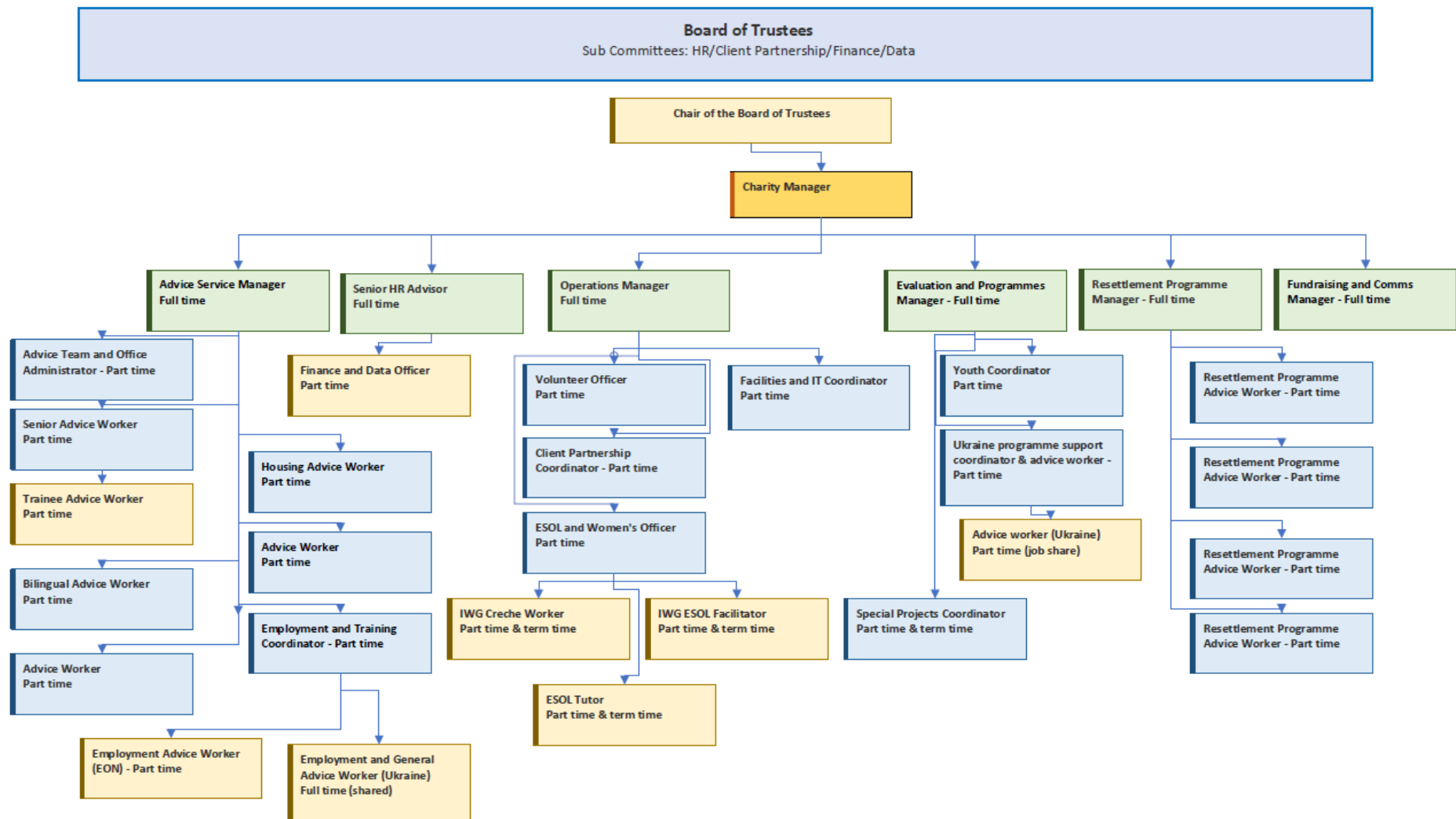
Client Partnership - To develop our partnership with our Clients to achieve a co-production model of service design, evaluation, and delivery

Governance - To uphold the effective governance and management of SRS in order to maximise its impact and ensure that its work is informed by 'voices of lived experience'

Staff - To maintain a workplace that values and supports Staff, enabling them to effectively carry out their roles in a healthy working environment

Volunteers - To increase and develop Volunteers' contribution to the work of SRS

Our structure



What we offer

Financial

- Competitive salaries
- Contributory pension scheme – up to 6% Employer contribution in addition to Employee contribution
- Enhanced sick pay scheme after successful probation period

Development

We believe that investment in our staff to develop their skills is essential to providing high-quality support to our clients. We provide:

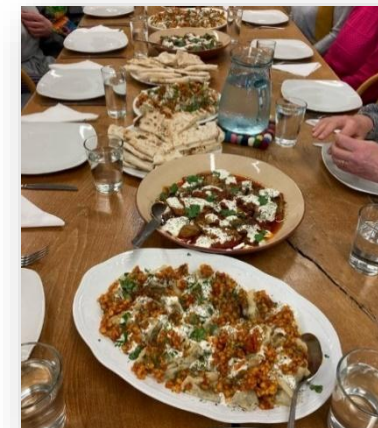
- Training for role-related duties
- Generic skills training to contribute towards personal development
- On-the-job training and mentoring
- Opportunities to shadow other roles or activities within the wider team

Wellbeing

- Hybrid working (role dependent)
- Opportunities for social activities
- Workplace activity sessions, for example, lunchtime walks
- A welcoming, diverse team with lots of cooking skills and a strong sense of community!

Time off

- 25 days annual leave pro rata (plus public holidays pro rata)
- One-week pro rata paid carer's leave
- One-week pro rata paid compassionate leave
- Options for unpaid leave after successful probation period



The opportunity

Job Title	Senior HR Advisor
Reports to	Charity Manager
Hours	35 hours a week (Full time)
Salary	£37,454 per annum – Band 5
Contract	Permanent, subject to a 3 month probation review
Notice period	Three months, on both sides after the probation period
Location	Based at Suffolk Refugee Support offices, 38 St Matthew's Street, Ipswich, IP1 3EP with travel across Suffolk as required. Hybrid working available.

About the role

The Senior HR Advisor is our in-house HR professional and leads the day-to-day people function. The postholder is responsible for the full employment lifecycle, for helping SRS meet its legal and safeguarding obligations as an employer, and for providing confident, well-evidenced advice to the Management Team on employee relations matters.

This is a standalone HR post. The postholder is expected to exercise independent professional judgement, to advise and where necessary challenge at senior level, and to hold sensitive matters with discretion and resilience.

Scope of the role

This role is deliberately scoped, so that the postholder is set up to succeed rather than carrying more than one person reasonably can.

Within scope: all routine and moderately complex employee relations casework, recruitment, policy, compliance, training coordination, staff wellbeing, HR administration, payroll and pension oversight and the line management of the Finance and Data Officer.

Supported by external HR advice: matters carrying tribunal risk, whistleblowing, organisational restructures, and any case involving a member of the Management Team. SRS holds a budget for external specialist support and the postholder is expected to draw on it.

Outside scope: organisational people strategy, workforce planning and any review of pay and grading. These sit with the Charity Manager and the HR Sub Committee.

Escalation route: for grievances, whistleblowing concerns and any matter involving a member of the Management Team, the postholder reports directly to the Charity Manager and, where necessary, to the Chair of the HR Sub Committee.

Main Deliverables

Employee relations and professional advice

- Acting as our in-house adviser on employee relations, including grievance, disciplinary, capability, performance and sickness absence matters
- Managing formal processes end to end, including investigations, hearings and appeals, ensuring they are procedurally sound and properly documented
- Coaching and supporting line managers to handle people matters confidently and consistently
- Advising the Management Team on employment law risk and drawing on SRS's external specialist support for matters falling outside the scope set out above

Recruitment and induction

- Working with the Management Team to set up vacancies, advertise appropriately and coordinate the recruitment process
- Issuing offer letters, contracts of employment and other documentation as required by legislation and SRS policies
- Overseeing DBS, referencing and right to work checks, and ensuring safe recruitment practice throughout
- Managing new starter onboarding through a well-planned organisational induction, and working with line managers on role-specific induction

HR administration and compliance

- Managing the Breathe HR system to ensure that all HR processes and documentation are recorded in an accurate and timely way and ensuring line managers are trained to use it appropriately
- Overseeing HR administration, including contract variations and the accurate maintenance of employee records and systems
- Working with the Finance and Data Officer to set up new starters on payroll
- Providing the Finance and Data Officer with the monthly payroll and pension changes
- Maintaining and adjusting records of annual leave entitlements and all other leave, including maternity, paternity and sickness absence
- Providing guidance on sick leave management including Bradford Factor scores and return to work interviews
- Providing guidance on reasonable adjustments as required
- Managing the offboarding of exiting staff
- Working with the Charity Manager and HR Sub Committee to ensure HR policies and procedures are reviewed, implemented and consistently applied
- Helping SRS comply with employment law and with its safeguarding obligations in relation to staff, including safe recruitment
- Working with the Facilities and IT Coordinator to set up new employees, including reviewing working conditions for legal compliance
- Ensuring staff personal data is handled in line with data protection legislation and the Employees' Privacy Information Notices
- Managing the HR inboxes and ensuring enquiries are answered promptly

Training and development

- Working with line managers to assess individual and organisational training needs, and sourcing, coordinating and at times delivering training
- Managing the training budget and reporting on it annually to the HR Sub Committee
- Monitoring compliance with mandatory training, including data protection, health and safety, and safeguarding
- Coordinating the annual job description review and learning and development review cycle with line managers
- Providing guidance to staff and managers on policies and procedures

Culture and staff wellbeing

- Leading by example to foster a culture of positivity, equality, diversity and inclusion
- Coordinating initiatives to promote staff wellbeing, being mindful of the impact on staff of working with marginalised people
- Running the staff satisfaction survey, reporting on the analysis, and working with the Management Team to implement improvements
- Monitoring the diversity of staff and volunteers and helping to ensure the existing breadth of diversity at SRS is maintained and enriched

Line management and reporting

- Line managing the Finance and Data Officer
- Monitoring equality and diversity data and preparing the annual report to the Board
- Preparing papers and reports for, and attending, the HR Sub Committee

Other requirements

To deliver services effectively, a degree of flexibility is needed, and you may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the job, at the appropriate skills and responsibility level. This job description will therefore be subject to periodic review with the post-holder to ensure it accurately reflects the duties of the job.

Please note that a DBS check is required for this post. The decision to request a DBS disclosure is made in accordance with the Rehabilitation of Offenders Act 1974. The check will be paid for by Suffolk Refugee Support.

What we are looking for

Person Specification

Experience and knowledge	
Essential	Desirable
CIPD Associate membership with a Level 5 Associate Diploma in People Management, or an equivalent degree-level HR qualification	CIPD Level 7 Advanced Diploma, or Chartered Membership of the CIPD
Demonstrable, hands-on experience of managing employee relations casework, including grievance, disciplinary, capability, performance and sickness absence	Experience of working in the charity or not-for-profit sector
Proven generalist HR experience across the full employee lifecycle, from recruitment through to exit	Previous experience of working with refugees and asylum seekers, or with people who have experienced trauma
Current, applied knowledge of UK employment law, and the ability to translate it into practical advice for non-specialists	Experience of preparing payroll and pension changes for a finance team
Experience of drafting, reviewing and implementing HR policies and procedures	Experience of designing or delivering training
Experience of line managing staff and of coaching and supporting other line managers through difficult people matters	Experience of staff survey design, analysis and action planning
Understanding of safeguarding obligations in relation to staff, including safe recruitment practice	Experience of TUPE, redundancy or organisational change processes
Sound understanding of data protection as it applies to employee records and HR processes and a proven track record of handling confidential and sensitive matters with discretion, and the resilience to carry that responsibility	Experience and training in Mental Health First Aid

Skills	
Essential	
Confidence and credibility to advise, influence and where necessary challenge at senior level	
Sound judgement about when to handle a matter directly and when to escalate or seek specialist advice	
Strong written communication skills, with the ability to produce clear, accurate and legally sound documentation	
Proficient in Microsoft Office, ability to understand new IT systems and their administration and confident using HR systems	
Outstanding organisational and time management skills, including the ability to prioritise a busy workload and meet deadlines	
Attributes	
Essential	
A genuine commitment to equality, diversity and inclusion, and to the values and purpose of SRS	
Strong ethics and reliability	

Equal Opportunities Statement

Suffolk Refugee Support (SRS) is committed to equal opportunities and to supporting diversity both in the provision of services and as an employer. These commitments are set out in the Equality and Diversity policy and are integral to the provision of SRS's services and to the work done by its staff, trustees, and volunteers, who are expected to promote equality in the workplace and to deliver services with sensitivity.

In essence, this means that no service user, job applicant, employee, volunteer, trustee, or member will be treated less favourably on the grounds of the following protected characteristics: age, disability (physical or mental impairment), gender reassignment, marital or civil partnership status, pregnancy or maternity, race (colour, nationality, ethnic or national origin), religious beliefs, sex and sexual orientation. In addition, SRS is committed to ensuring that no service user, job applicant, employee, volunteer, trustee, or member

will be treated less favourably on the grounds of membership of a particular social group, political opinion, caring responsibilities, HIV status and employment status.

SRS recognises that refugees and asylum seekers are a particularly vulnerable group of people and may experience additional prejudice and discrimination. As a result, SRS is committed to supporting refugees and asylum seekers to take their full place in society, including being involved in SRS's governance structures.

Equality and Diversity and you

You will be required to support individuals, families, children, women, and young people from very diverse backgrounds and engage them equally irrespective of political, religious or other affiliations.

We expect our team members to act professionally at all times and uphold the values, ambitions and aims of Suffolk Refugee Support.

We are committed to making every reasonable adjustment to the workplace or working arrangements to accommodate people with disabilities.

Please be aware that our offices are accessed via a steep staircase. We will endeavour to accommodate staff with mobility issues as far as possible.

You will have received an Equality and Diversity Monitoring Form as part of this recruitment pack. Please complete and return to HR@suffolkrefugee.org.uk

How to apply

Please complete the Application Form, the Equality Monitoring Form and attach your CV (which should cover your education history, employment history and any relevant training) and send the three documents to HR@suffolkrefugee.org.uk

If you require a larger print form or a paper form, please contact HR@suffolkrefugee.org.uk

Alternatively, you can send the documents by post to Suffolk Refugee Support, 38 St Matthew's Street, Ipswich, Suffolk, IP1 3EP.

Note on the use of AI: We value applications that authentically reflect your own skills and experiences. Submissions suspected of having been generated using AI may be rejected. Please ensure that all answers and work presented are your own.

Deadline for submission: no later than 12 noon on 29th September 2026

Interview date: 13th October 2026

We reserve the right to close this vacancy early and interview at an earlier date if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

How we choose who we invite to an interview

Shortlisting is completed by a panel of Suffolk Refugee Support staff members and a trustee from the management board who will review and independently score your anonymised CV and your application form to assess how your experience, knowledge and skills meet the requirements of the role.

They then meet as a group to discuss their scores and decide which candidates' answers have ranked highest for them.