



HR Senior Officer

Applicant Information Pack
July 2026



Introduction

I'm delighted you're considering working with us at Centre 33 within the HR Team.

Centre 33 has been supporting young people in Cambridgeshire for over 40 years. We work closely with around 4000 young people a year offering a safe space where they can receive free, confidential and professional support in a non-judgemental and welcoming setting. Working across the county, we building local relationships and advocating for young people's needs in local services and communities.



By choosing a career with us you will play an instrumental role, alongside our fantastic staff, volunteers and supporters, in helping us to continue towards our vision of *a future where all young people are listened to, respected and supported.*

Everyone at Centre 33 is passionate about driving positive change to meet the growing need for improved and expanded services to support young people across the county.

I am exceptionally proud to lead Centre 33 and I hope that reading through this pack will inspire you to apply to join us.

Beth Green
Chief Executive Officer

Our History

Centre 33 opened its doors to young people at 33 Clarendon Street on 1st May 1981. *Save the Children* funded our first worker, Maggie Hunter and she quickly recruited a team of volunteers to offer counselling, advice and support to meet the needs of young people in Cambridge.

“It was to be a warm and welcoming space for young people where they could come and be listened to without judgement. All the services were to be free and confidential.”

Now in our 45th year we continue to reflect on what has changed and what has stayed the same over time. We hold true to the founding ethos of Maggie Hunter and her team and still value the rights of young people to have their own space and to be treated as individuals worthy of respect and support.

To date we have closely worked with over 40,000 young people through counselling, support with caring responsibilities, homelessness, sexual health and more.

We now operate in 5 parts of the county including Ely, Wisbech, Huntingdon and Peterborough and continue to advocate for young people’s needs in their communities.



Our Vision, Mission and Values

Our **Vision** is for:

A future where all young people are listened to, respected and supported

Our **Mission** in Cambridgeshire and Peterborough, is:

- to offer young people **support** with their **practical issues** and **emotional needs** that is free, confidential, empowering, easy-access and high quality.
- to actively work with other local services so that young people's **needs are met**, and their **voices are heard**.

We work closely to these **Values**:

YOUNG PEOPLE LED



We treat young people as **unique individuals** and are **led by their needs**. We focus on their **strengths** and **trust** and **support** them to take a central part in deciding what is right for them.

We ask what they want from us and involve them in the **decision making** about our organisation.

STRIVING FOR EXCELLENCE



We are **experts** in our fields, working to evidence-based best practice. We are **forward thinking** - seeking feedback, and continuously **learning together**.

We **care** intensely about our work - we are committed to making a **positive difference** to the lives of all young people.

COLLABORATIVE



We genuinely value our **working community**, and actively **work together** for better outcomes for young people, **speaking out** on their behalf.

We support each other through challenges and **prioritise our wellbeing** as workers.

INCLUSIVE



We welcome all with **no judgement**. Everyone's diverse experiences, qualities and views are important to us.

We are easy to approach, we don't turn away, we **listen** and **support**. We welcome and celebrate **diversity**.

Strategic Plan Goals

Our Strategic Plan outlines our four strategic goals for the next five years. These have been developed through a process of consultation and review with young people, staff and wider stakeholders in the sector.

The goals build on the strong foundations of Centre 33's work and understanding of local needs developed over 40 years; including the significant work of the last three years:

- Delivering support to more young people, with increasingly complex needs from a wider geographical area.
- Responding and adapting our services and ways of working in response to COVID-19.
- Working with local partners to strengthen the local system of support for young people, through sharing best practice/data, co-production, and capacity building.
- Strengthening our central resources in admin, HR, data, evaluation, communications and fundraising.
- Rapidly growing our income and delivery teams to meet the above demands.

Our four strategic goals fall into areas of impact and areas that enable the impact of our work.

Impact Goals

All young people across Cambridgeshire and Peterborough can **receive holistic support that is accessible, high quality, impactful, targeted and led by them.**

Centre 33 advocates for positive change for young people through dissemination of knowledge and best practice, and collaborative working to ensure high levels of understanding of their needs and clear pathways of support.

Enabling Goals

Centre 33's workforce and governance is high quality, stable and diverse: working in quality community-based hubs and practices.

Centre 33 has financial stability over at least a five- year period; achieved through a clear vision, adequate resources, compliance with best practice and legal requirements; and an established funding mix.

HR Team Structure



HR Coordinator Job Description

Key Terms and Conditions

Hours	30 hours per week
Duration	Permanent
Responsible to	Director of Finance and HR
Locations	Based in the one of Centre 33 offices, with some travel around Cambridgeshire & Peterborough

Purpose of the Role

You will be part of the senior management team and organisationally provide an effective, hands-on and efficient HR service in accordance with C33 policies and procedures and current employment legislation. You will support with delivery of strategic objectives. Areas of responsibility include management of HR systems, processes and policies, governance support and line management to the HR Co-ordinator. The HR team are responsible for helping to create a great and successful place to work, which attracts, develops, motivates, engages, and retains a diverse workforce. The HR Senior Officer will also have key areas of responsibility and will help to develop the organisational culture by supporting and leading on organisational projects.

Work to Centre 33's values of being inclusive; collaborative; Young People Led and striving for excellence.

Your Accountabilities, Responsibilities & Principle duties

Leadership

- With support from the Director of Finance and HR and senior leadership, implement, develop and manage Centre 33's HR initiatives and systems ensuring they support organisational growth and culture.
- Develop and manage HR policies and procedures, ensure employee engagement, embedded values and drive the development of the desired culture and represent good practice in the sector.
- Hold fortnightly HR support group meetings with managers.
- Develop strong working relationships with each team by proactively attending team meetings with key stakeholders to understand and support short and long term operational and strategic HR needs and educate on HR policies and procedures.
- Keep up to date with legislation and best practice making any relevant changes
- Lead on work we do around our culture, accessibility and inclusion ensuring C33 values are embedded across the organisation

HR Management

- Responsible for ensuring that the recruitment and induction process for staff and volunteers is efficient, compliant, and engaging, providing support and guidance to the HR Coordinator.

- Work with hiring leaders to determine job priorities, timelines and approach and support with creation of new job descriptions.
- Oversee the management of personnel information with support from the HR Coordinator. Oversee all sickness and leave administration and processes with support from the HR Coordinator.
- Addressing ER issues, offering consistency and guidance to managers when appropriate and promoting a positive and inclusive work environment.
- Lead on performance management processes
- Lead on the management of disciplinary and grievance issues
- Work with managers to agree our volunteer offer and lead on the relevant recruitment and induction, ensuring our volunteers feel supported.
- Creation, implementation and management of ongoing HR initiatives such as staff survey, workforce strategy, HR annual staffing and volunteer report.

Workforce Development

- Support with the management of the staff and volunteer workforce development plan for Centre 33, working with key personnel to create a meaningful and comprehensive training offer for staff and volunteers.
- Develop internal training, produce training materials and leading on communication of new process to staff members.

Governance

- Management of HR policies and procedures.
- Delivery of high-quality information and reports to support HR strategy, including regular management reports for review by the SLT, HRSC and the Board of Trustees.
- Co-ordination of HR subcommittee meetings
- Organisational HR control.
- Monitoring, analysing, and interpreting staff data to highlight the progress of the organisation.

Other

- To represent the Director of Finance & HR, on internal or external matters, when appropriate.
- Attend a range of events including staff meetings, AGM and training days.
- Any other duties, as appropriate to role, as agreed by Centre 33's Director of Finance & HR.

HR Senior Officer Person Specification

Criteria	Essential	Desirable
Experience	• Proven experience in a Senior HR role. • CIPD qualified level 3 • Experience of HR functions (pay & benefits, recruitment, training & development etc.) • Experience of HR policy, processes and procedures. • Proven track record in change and process improvement.	• Experience of working within a multicultural/diverse environment • Experience of working within the voluntary sector.

	• Excellent communication skills. • Understanding of labour laws and disciplinary procedures. • Excellent standard of literacy and numeracy; GCSE English and Maths or equivalent. • Experience of working in a high-paced role and busy office environment	
Ability	• Determine priorities, set realistic timescales and organise own time effectively. • Identify gaps and needs, implement solutions. • Inspire, influence and motivate others. • Manage a demanding workload with enthusiasm and self-motivation. • Excellent organisational and administrative skills, with a strong attention to detail • Strong ability to organise the resources, process and systems required to achieve goals. • Communicate well and work closely across service, finance and fundraising teams. • Delegate effectively and monitor the workload of others well. • Effective written, verbal and IT communication skills.	•
Knowledge	• Highly skilled in the use of Excel, Outlook, Word and other Microsoft programs, including databases. • Knowledge of the importance of confidentiality and a sound knowledge of the GDPR and their impact	
Other	• Commitment and adherence to Centre 33's values • Commitment to and understanding of the role of equal opportunities in the workplace and when providing a service to the public.	• Understanding of the concerns and issues facing young people

The successful candidates may receive a range of benefits including:

- competitive salary
- generous pension contribution
- excellent on-going training and development opportunities
- support from an established and reputable team
- company sick pay post probationary period

- team days and activities
- wellbeing focus
- 25 days holiday increasing to 30 after 5 years' service (plus bank holidays)
- holiday buy
- paid long service sabbatical leave
- employee referral scheme
- employee assistance programme

All roles at Centre 33 may involve access to information about young people and as such all new employees and volunteers will be subject to an enhanced DBS check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature of the position and circumstances and background of your offences.

About your application and personal data storage

All personal data will be collected, stored and processed by or on behalf of Centre 33 in accordance with the General Data Protection Regulations 2018.

To comply with the Act, we require your consent to use personal data supplied by you in the processing and review of your application. This includes sharing with and fair use by such individuals and organisations as Centre 33 deems appropriate for the purposes of administering all job applications (paid staff or volunteer roles).

For example, we sometimes use external colleagues and/or young people on our interview panels, and they might see application forms.

How we use your data for recruitment

Background

This privacy policy covers how we, Centre 33, collect, use, store and protect the data that is supplied to us by job applicants.

Our Commitment to Job applicants

We believe completely in equal opportunities and will treat all applicants fairly with no discrimination.

We never knowingly provide misleading information about the nature of the role. We would never charge a job seeker a fee for the purpose of finding them a role.

We are committed to managing your personal information securely and with respect in accordance with the General Data Protection requirements.

The information we collect may cover the following:

- Contact information (name address, phone number and email address)
- Information from CV or application form or covering letter (education, skills and qualifications)

- Disclosure and Barring Record where a requirement for the role
- References from the named referees that the applicant provides and only with the applicants' consent.
- Visa and proof of the right to work in the UK documents
- Employment records (including job titles, work history, working hours, training records and professional memberships).
- Salary, annual leave, pension and benefits information.

We may also collect, store and use "special categories" of more sensitive personal data which require a higher level of protection such as information about your race or ethnicity, religious beliefs, sexual orientation and political opinions. Also, information about criminal convictions and offences.

Purpose of collection

The purpose of collecting this information is to find suitable candidates to fulfil a specific role within our charity, and to check that you are legally entitled to legally work in the UK. We collect personal information directly from candidates.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the offences and circumstances and background of any offences. If you have any questions about this or would like to see our 'Equal Opportunities and Diversity Policy' please contact us.

How the information is held.

Most information is transmitted by email and is stored on our computers, and paper based filing. We use Microsoft Outlook 365 which covers our email servers and a cloud-based HR management system.

All this information can only be accessed by authorised staff within our charity. Our staff are trained to understand the importance of keeping personal data secure.

Our computers are safeguarded by anti-virus software and the regular changing of security passwords.

The information on candidates for specific roles will be held for 6 months in line with CIPD recommended best practice. After which paper files will be securely shredded and computer records deleted. Only if we have asked, and you have given your consent for the data to be held will this not apply.

Disclosure

We may disclose the information for the purpose of obtaining referees or to share with external interviewers. Where additional information is required the information may be disclosed to the

Disclosure and Barring Service, your G.P or an Occupational Health professional only after you have given your consent.

You have specific rights in connection with personal information: request access to your personal information; request correction of the personal information that we hold about you; request erasure of your personal information; object to processing of your personal information where we are relying on a legitimate interest; request the restriction of processing of your personal information; request the transfer of your personal information to another party and the right to withdraw consent.

Complaints

Privacy complaints are taken very seriously and if you believe that we have breached your privacy you should in the first instance write to the Data Protection Officer (Fran Roberson frances@centre33.org.uk) who has responsibility for Data Protection within our Company stating the details of your complaint. We would ask that you provide us with as much detail as possible to allow a thorough investigation. Your complaint will be acknowledged within 24 hours and we aim to resolve any complaint within 5 working days. However, depending on the complexity of the complaint and availability of external agencies it may on occasions take longer.

Should your complaint show that we have breached our duty of care we will report the breach to the Information Commissioner's Office

If you are not satisfied by our response you may complain to the ICO.

Further Information

Equality, Diversity, Inclusion and Belonging at Centre 33

Centre 33 is committed to encouraging equality, diversity and inclusion among our workforce and users, and eliminating unlawful discrimination. The aim is for our workforce to be truly representative of all sections of society and for each employee, volunteer and service user to feel respected.

Our over-arching goals are:

- We encourage equality, diversity and inclusion in the workplace and create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.
- We commit to **actively reaching out to all communities** of young people, investigating how we can welcome them to our services and breaking down any barriers to access.

- We commit to **challenging** instances of any power **imbalances** that may leave some people in our services or on our team at risk of harm or disadvantage.
- We commit to valuing and **improving diversity in our workforce**, governing body and volunteer base—we want to reflect the communities we work with.
- We commit to **using language and communications that don't alienate**, discriminate against or misrepresent any group.

Safeguarding Statement, Rehabilitation of Offenders Act 1974

All staff and volunteers at Centre 33 undertake an enhanced DBS Check. **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature, circumstances and background of the offenses. If you have a criminal conviction, other than those spent under the terms of the Rehabilitation of Offenders Act 1974, please contact hr@centre33.org.uk and they will confirm the process for confidentially informing us.