



Let's Talk Well Office, 4<sup>th</sup> Floor, Building 7, Vantage Point Business Village  
Mitcheldean, Gloucestershire, GL17 ODD  
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## **Job Pack**

### **Job Pack: HR Assistant**

Thank you for your interest in working for Let's Talk Well. The job pack consists of the following documents:

- Guidance Notes
- Job Details
- About Talk Well and the Role
- Job Description/Person Specification

The closing date for applications is **12pm, 10<sup>th</sup> September 2025**, however we will be reviewing and interviewing potential candidates through the application window.

Let's Talk Well reserves the right to close this vacancy should the right candidate be identified.

Interviews will be held week commencing **22<sup>nd</sup> September 2025**

**Please return the following documents by the date stated above.**

1. The completed Application Form
2. The Diversity Questionnaire

If you do not hear from us by the closing date it does mean that we have not been able to include you on our shortlist.

**Completed applications should be sent to: [recruitment@letstalkwell.org.uk](mailto:recruitment@letstalkwell.org.uk)**

Or by post:

HR Department  
4th floor, Building 8  
Vantage Point Business Park  
Mitcheldean  
Gloucestershire  
GL17 ODD



## Guidance Notes

### Filling in the application form

- Please complete all parts of the application form. (**CVs will not be accepted in place of an application form**).
- Show clearly how your experience, knowledge, skills and abilities are relevant to the requirements of the person specification.
- Do not miss out experience gained in previous jobs but select the most relevant points. Also include details of any skills or experience gained from voluntary, committee or community work, etc.
- Use extra sheets if necessary, noting your name and the post you have applied for at the top of each sheet.
- Check the closing date to allow time for your application to reach us.
- We suggest you keep a copy of your completed application.
- Let's Talk Well does not usually acknowledge receipt of application forms unless specifically requested and a stamped, self-addressed envelope is enclosed. **Please note that if you have not been contacted by the advertised interview date then unfortunately you have not been successful in your application.**

### Short-listing

When short-listing we will be looking for evidence that you have the knowledge, experience, skills and abilities to do the job as detailed in the job description and person specification. These provide the essential criteria against which your application will be assessed.

### Commitment to Inclusivity and Diversity

Here at Let's Talk Well we want to be an organisation that's representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity and perspective. We try to create an encouraging, caring, supportive environment where everyone, from any background, can be themselves and fulfil their potential at work.

Please make us aware of any reasonable adjustments we may need to make for you and particularly address any special requirements you may have if you are invited for interview.

### Keeping children, young people and families safe

Let's Talk Well is committed to safeguarding and promoting the welfare of children, young people and families and expects all staff to share this commitment.

As part of our Safer Recruitment Policy you must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced



Disclosure and Barring check. You will be interviewed and assessed against the criteria set out in the job description and person specification. We are particularly careful to enquire into the character and background of applicants for appointments to posts that (a) involve direct and indirect contact with children and vulnerable adults or supervise those who have direct or indirect contact with children or vulnerable adults, (b) who are in positions of trust and influence and (c) who, by virtue of the authority and responsibility inherent in the post they hold, might be expected to be positively suitable to work with children and vulnerable adults. Seeking this information is not, in anyway, to reflect upon applicants' integrity but is necessary to protect the vulnerable and to assist us in making safe recruitment decisions.

**The declaration section of the application form must be completed.**

The post is exempt from the Rehabilitation of Offenders Act 1974, therefore, all convictions, cautions and bind-overs, including those regarded as 'spent' must be declared.

**This means that any previous criminal convictions or cautions or bind-overs you have ever had, or any allegations made against you that relate to the safety or welfare of children and young people or vulnerable adults or about your behaviour towards children or young people or vulnerable adults must be submitted with your application form in a sealed envelope marked 'Confidential'.**

Providing false information is an offence and could result in the application being rejected or summary dismissal, if the applicant is already in post, and possible referral to the police.

We recognise the contribution that people with criminal records can make as employees and welcome applications from them. A person's criminal record will not, in itself, debar that person from being appointed to this post. Any information given will be treated in the strictest confidence. All cases will be examined on an individual basis. A copy of our Recruitment of Ex-Offenders policy can be made available by contacting our HR team.

All employment offers are made subject to the following checks

- satisfactory clearance from the Disclosure and Barring Service where applicable;
- satisfactory references
- right to work check
- satisfactory health check

**We aim to make the application process as straightforward as possible. If you have any further questions regarding your application or require any further general guidance or information about Let's Talk Well please contact a member of our Human Resources Department 01594 372777 or email [recruitment@letstalkwell.org.uk](mailto:recruitment@letstalkwell.org.uk)**

Thank you for considering applying to Let's Talk Well



## About Let's Talk Well

Let's Talk Well is a charity established in 1993 serving Gloucestershire and surrounding areas. Let's Talk Well reaches hundreds of children and young people every year as well as offering support & advice to parents & professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs. We offer:

- Counselling - online and face-to-face for children and young people
- Family Counselling
- Parent Support
- Psycho-educational workshops for children, young people, parents & professionals
- Counselling Training courses

Let's Talk Well has a main office in Mitcheldean Gloucestershire; counselling rooms and home-based staff and volunteers working across the county. We strive to ensure young people, parents and families feel accepted, safe & valued, so that they can say what's on their mind, and be really listened to without the fear of being judged. We work with young people to help them build resilience & give them strategies to cope with situations they might be facing.

## Our Mission, Ethos and Values:

Let's Talk Well is a Christian led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith or none and we employ staff from any faith or none. As an organisation we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do. Our mission *to improve, preserve and promote good mental health and wellbeing amongst children, young people and families* is borne from Jesus' words; *"I have come that they may have life, and have it to the full."* John 10:10.

An outworking of our Christian ethos means that we expect all representatives of the charity to treat everyone equally, with care and respect regardless of their race, gender, religion, sexual orientation, ethnic background, beliefs, status, ability or class. The ethos is given life through our relationships; the way we work together and behave with one another and those we serve, are a demonstration and authentication of our ethos.



**Our Values represent our core beliefs, that inspire and guide the choices we make, how we operate and how we interact with people:**

<b>We're here</b> We offer non-judgemental support We communicate openly, honestly and respectfully We take time to understand We're accessible and responsive	<b>We care</b> We value everyone as unique individuals We show appreciation We create safe spaces We are kind, supportive, warm and friendly
<b>We help change lives</b> We support everyone to reach their full potential We build relationships that matter We offer hope We are passionate about getting the best outcomes	<b>We keep moving forward</b> We listen, learn and grow to make things better We seek new ways of working We embrace collaboration We use our funding wisely

**Further information on our values, mission statement and vision can be found on our website – [About us | Let's Talk Well](#)**



### **Job Detail**

**Job Title:** HR Assistant

**Rate of pay:** Grade A, £24,570 - £25,252.50

Rate of pay whole time equivalent (pro rata for part time employees). Salary is dependent on experience.

**Reports to:** HR Coordinator

**Place of Work:** Let's Talk Well, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0DD. You may also be required to attend Let's Talk Well meetings and training related to the post at various locations across Gloucestershire as required. You will not be required to work outside the UK.

**Hours of Work:** 25 hours a week.

**Contract:** Permanent (subject to funding)

**Holiday:** 5.6 weeks a year (inclusive of bank holidays) pro rata for part time employees.

**Benefits:**

- Enrolment into a direct contribution pension scheme (3% employer contribution)
- We gift all employees the days between Christmas Day and New Year's Day excluding Bank Holidays.
- Additional leave is awarded based on length of service up to a maximum of ten days, and this starts to accrue from day one of employment.
- Up to three volunteering days per year
- Enhanced company sick pay
- Blue light discount card
- Sight test

**Expenses:** Legitimate business expenses incurred as part of carrying out your job will be reimbursed.



**Terms:**

There will be a six-month probationary period where the successful candidate's suitability for the role will be assessed.



<b>Job Title:</b>	<b>HR Assistant</b>
Responsible to:	<b>HR Coordinator</b>
Job Purpose:	<p>An opportunity has arisen for the appointment of a HR Assistant to join our passionate, dedicated, and professional team based at our Head Office in Mitcheldean.</p> <p>This is a fantastic entry-level position for an enthusiastic and highly organised individual seeking to build a career in Human Resources. As HR Assistant, you will play a key supporting role within the HR department, working closely with the HR Coordinator to ensure the smooth day-to-day running of HR operations.</p>
Main Duties:	<ul style="list-style-type: none"> <li>• Supporting staff recruitment processes, including sending out job packs, liaising with candidates, scheduling interviews, issue relevant correspondence, send for references, and collecting required documentation at job offer.</li> <li>• Supporting the onboarding process for new starters</li> <li>• Maintaining an accurate and efficient HR database. Collating employee information, updating absences, and maintaining changes in employee records, including inputting leavers information on the system.</li> <li>• Maintaining both electronic and paper personnel records for all staff</li> <li>• Oversight of the HR email inbox, escalating to the HR Coordinator where necessary</li> <li>• Assist with period processes such as, DBS checks, closing sickness periods, DVLA checks, annual training requests, additional leave updates and information auditing where needed.</li> <li>• Support the wider team with dissemination of information, including internal job opportunities, policy changes and team updates.</li> <li>• Other ad hoc duties including project work.</li> <li>• Independently prioritise daily tasks and responsibilities.</li> <li>• Work to company standards.</li> </ul>





General duties	<p>The post holder will be expected to:</p> <ul style="list-style-type: none"><li>• work in accordance with the aims of Let's Talk Well.</li><li>• observe and act in accordance with the policy and procedures set out by the trustees and directors of the charity this includes but is not restricted to the following policies:<ul style="list-style-type: none"><li>○ Let's Talk Well Safeguarding Vulnerable Adults and Children and Young People</li><li>○ Let's Talk Well Data Protection &amp; Information Governance &amp; IT Governance</li><li>○ Let's Talk Well Equal Opportunity/Anti-oppressive/Anti-discriminatory.</li></ul></li><li>• assist with any reasonable duty at the request of the line manager for the post.</li></ul> <p>engage in regular line management 1-1s, supervision</p>
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### Person Specification:

The person appointed will be expected to have the key essential skills and attributes listed below. The items under the heading 'desirable attributes' will also be useful. However, candidates who do not have these desirable attributes should not be deterred from submitting an application as relevant support/training can be made available for the right person.

Selection Criteria	Method of Assessment	Essential	Desirable
<b>1 Training, Qualifications and Experience</b>			
<b>The successful candidate will have:</b>			
1.1 a recognised qualification in a business-related discipline.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>		✓
1.2 Experience of working in an administrative support role, providing high quality work in a timely manner	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview task</li> </ul>	✓	
1.3 Experience of working in a HR setting	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview task</li> </ul>		✓
<b>2 Knowledge</b>			
<b>The successful candidate will be able to demonstrate an awareness of:</b>			
2.1 the General Data Protection Regulation GDPR and the principles of confidentiality and sharing information.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
2.2 equal opportunities and anti-discrimination practices.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>3. Ability</b>			
<b>The successful candidate will be able to:</b>			
3.1 demonstrate competency and confidence in the use of IT systems and software packages e.g. Microsoft Excel, as well as the ability to enter data accurately	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
3.2 demonstrate competency in the principles of database management	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓

3.3 demonstrate experience of maintaining safe, accurate and confidential recording of information on the database, including giving history, communications, and activities	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>		✓
<b>4. Communication Skills</b>			
<b>The successful candidate will be able to:</b>			
4.1 demonstrate a good level of competency in written and verbal communication skills	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
4.2 deliver the role in line with Let's Talk Well Values	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>5. Personal Attributes</b>			
<b>The successful candidate will demonstrate:</b>			
5.1 a passion for the mission of the charity – “to improve, preserve and promote good mental health and wellbeing among children, young people and families.”	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.2 a high level of attention to detail.	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.3 a high level of personal integrity and confidentiality	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
5.4 the ability to plan, organise and prioritise workload and manage time effectively.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
5.5 a willingness to learn	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.6 the ability to work under pressure	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.7 the ability to embrace change well	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
5.8 the ability to both work independently and as part of a team	<ul style="list-style-type: none"> <li>▪ Application form</li> <li>▪ Interview</li> </ul>	✓	
<b>6. Commitment</b>			
<b>The successful candidate should be able to demonstrate commitment to:</b>			
6.1 respect the Christian ethos of the charity.	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	
6.2 To attend: <ul style="list-style-type: none"> <li>• office Staff Team meetings on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Application form</li> </ul>	✓	



regular 1-1 sessions with your line manager.	▪ Interview		
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