

Where Everyone Sticks Together



An **OnSide** Youth Zone

- ▶ **Job Role:** HR Generalist (12 month FTC)
- ▶ **Location:** WEST Youth Zone, 2 EdCity Walk, London W12 7TF
- ▶ **Contract:** 37.5 hours per week or 30 hours (4 days). Hybrid - 1 day a week at home.
- ▶ **Salary:** £35,000 (pro-rata)
- ▶ **Reporting to:** Head of HR & Operations





OPENED APRIL
2024

£5

£5 ANNUAL
MEMBERSHIP



50P ENTRY

£1

BITE CITY HOT
MEAL

2000+

OVER 2000
MEMBERS

ABOUT WEST

Hammersmith & Fulham (H&F) is a London Borough of wide disparities, with an acute need for youth services. This vast difference between those living in different parts of our borough can lead to radically different life outcomes. **WEST Youth Zone is a vital provision** that will make a huge impact on the lives of young people, and on the whole borough, levelling the playing field for our young people.

"WEST" Youth Zone, named **Where Everyone Sticks Together** by local young people, opened on April this year. At WEST, we believe all young people in West London should have the opportunity to discover their passion and their purpose and be able to explore where it can take them.

Our Youth Zone is a purpose-built space fizzing with energy and crammed with incredible facilities. **Staffed by talented, skilled and dedicated youth workers** who truly believe in young people, helping them see what they could achieve, and giving them the skills, confidence and ambition to go for it.

Open 7 days a week, while schools are closed - that's evenings and weekends, plus all through the school holidays. We offer a **safe and active space for young people** to flourish in their leisure time, where their interests can be nurtured, and they can grow as individuals. This is a charity that the whole community can be proud of, and you can be part of that journey.

We give 8 to 19-year-olds, (and up to 25 for young people with additional needs) affordable access to a broad range of sport, arts and mental health support, and employability services, designed to **empower them to lead healthier, positive and more active lives** – raising their aspirations for themselves and their community.



THE ROLE

This is an exciting time at WEST Youth Zone, post one year of opening the scope, ambition and organisational goals remain at the forefront of what we do. Our People matter. The role is initially 12 months fixed term contract, with the potential to go permanent.

The HR Generalist will be responsible for delivering a range of HR services across the employee lifecycle at WEST. From recruitment and onboarding to leading on employee relations, supporting managers with performance management and co-delivering on a variety of people projects.

Working closely with and reporting into the Head of HR & Operations, this role will support the HR function specifically, ensuring processes are efficient, policies are up to date and be an approachable point of contact for managers and employees.

The role will require someone who is proactive, organised and takes ownership. As HR Generalist you will be a good collaborator and approachable, balancing operational delivery with redesigning and improving employee experience.

This is a brilliant opportunity for someone who enjoys variety, building a strong workplace culture and takes initiative. The ideal candidate will bring proven HR expertise and the drive to continuously learn, adapt and contribute to evolving HR priorities.

KEY RESPONSIBILITIES

Recruitment & Selection

- Manage recruitment from job description creation to candidate onboarding.
- Lead on initial screening to prepare shortlist of candidates for recruiting manager and support with interviews for other operational roles.
- Ensure diversity reporting and inclusive hiring practices are maintained including enhancing our employee experience to encompass of values.
- Advise managers on recruitment good practice.
- Maintain accurate and GDPR-compliant candidate records.

Onboarding & Offboarding

- Prepare and issue offer letters, contracts, confidentiality agreements, new starter documentation and pre-employment checks.
- Conduct and coordinate induction programmes.
- Manage HRIS offboarding processes, exit interviews, and related administration.

Engagement & Culture

- Work with Head of HR and Operations on creating WEST's Employee Value Proposition (EVP) and company values across all HR channels.
- Support with employee engagement initiatives, Diversity, Equity & Inclusion projects, including social events, CSR days, and wellbeing activities.
- Act as a visible and approachable HR presence across the business.

KEY RESPONSIBILITIES CONT.

HR Administration & Reporting

- Maintain accurate absence records and produce related people reports.
- Keep organisational charts updated.
- Support with workforce planning activities.
- Manage quarterly performance review data and produce engagement survey reports.
- Collaborate with Operations and Systems Coordinator on the implementation of HRIS.

Employee Relations

- Support managers with ER matters including grievances, disciplinaries, and investigations.
- Advise managers with performance improvement plans and personal development plans (as and when needed).
- Maintain confidentiality and handle sensitive matters with discretion.
- Advise and update company policies in line with employment legislation.

Payroll & Benefits

- Collate and process payroll data in collaboration with Finance and outsourced payroll providers.

Learning & Development

- Identify training needs relating to people management and collaborate with staff Training Manager and Head of HR.
- Deliver a variety of training initiatives arising from performance reviews and engagement surveys and other areas.



**PUNCTUAL &
RELIABLE**



**ENTHUSIASTIC &
CHEERFUL**



***PEOPLE CENTRED
*GROWTH MINDSET
*SOLUTION
ORIENTATED**

BENEFITS



FREE GYM ACCESS



HYBRID WORKING



WORKPLACE PENSION



33 DAYS LEAVE
(INCLUSIVE OF
BANK HOLS)



TRAINING AND
DEVELOPMENT
OPPORTUNITIES

ESSENTIALS

- Proven experience as a HR Generalist or similar role.
- Strong knowledge of UK & European employment law and HR best practice.
- Demonstrable experience across the full employee lifecycle.
- Excellent organisational skills with the ability to manage multiple priorities.
- Strong communication and interpersonal skills, able to build trust at all levels.
- High attention to detail and accuracy in documentation and data management
- Confident user of HRIS platforms such as Kronos, Bright HR etc.
- Ability to manage matters discreetly (where necessary), with a strong commitment to confidentiality and data protection.
- CIPD Level 5 qualification (or currently undergoing studies) essential.

APPLICATION PROCESS

- To apply, send your CV to recruitment@westyouthzone.org
- As part of our safer recruitment, if shortlisted you may be asked to complete an application form.
- **Closing date:** 9am, Monday 20th October 2025.
- **Interviews:** Monday 27th October 2025
- WEST Youth Zone are committed to safeguarding and promoting the welfare of children, young people, and vulnerable groups. This post is subject to an Enhanced DBS check.



OUR VALUES



An **OnSide** Youth Zone



YOUNG PEOPLE FIRST

Young people are at the heart of everything we do, inspiring and challenging us to deliver services that exceed their needs and challenge them to be the best they can be.

EXCELLENCE

We encourage ourselves and each other to be the best we can be through continuous learning and improvement, and a focus on finding solutions.



RESPECT

We act with honesty and integrity, celebrating diversity across the whole organisation and caring about each other, our young people and the Youth Zone environment.



AMBITION

We are passionate and driven in taking on new challenges, embracing new ideas and exceeding our ambitions for young people, the Youth Zones and our local communities.

COLLABORATION

We create and nurture strong, creative partnerships, working together to achieve better results and outcomes for young people.

