

**Recruitment Pack**

**HR Administrator**

**Tommy's**

**July 2021**

**Tommy's**  
Together, for every baby

Together, for every baby



## Welcome from Jane Brewin, CEO

Tommy's



Hi,

Are you someone with a passion to change the world? Do you think it's unacceptable that 1 in 4 families endure the heartbreak of losing a baby? Do you want to save babies' lives and give children the best start in life? If so, you may well fit right in!

There are 250,000+ reasons why Tommy's is important. That's the number of little lives lost through miscarriage, stillbirth and premature birth every year in the UK. We think that's unacceptable.

Our mission is to halve this number by 2030, and we're well on our way to achieving this. We're doing so by funding medical research to discover new treatments and implementing best practice around the NHS whilst empowering families with evidence-based pregnancy information.

For everyone here it's more than just a job. We all truly want the same thing: a world where pregnancy and birth is safe for everyone and babies have the healthy start they deserve. That's why Tommy's work is focused on reaching the most vulnerable women, and women who are at the highest risk of pregnancy complications and baby loss. This is predominately Black women, Asian women, women from other minority ethnic groups, women with underlying medical conditions and those who are the most socially disadvantaged in our society.

We want to make the UK the safest place in the world to give birth. But we can only do this by eliminating health inequalities in maternity care. Losing a baby in 2020 shouldn't be determined by where you live or by the colour of your skin.

How do we do this? Tommy's is a medium-sized charity but we think and deliver big. We are focused and professional in meeting our goals, but it's important to me that everyone maintains a healthy work-life balance and feels well looked after. The wellbeing and personal development of our colleagues is a priority for me and for the senior management team.

But don't just take my word for it. In our annual staff survey (completed by 88% of employees in 2019) 85% or more of our people say their director provides good leadership, their department operates with integrity, the facilities meet their needs, and their line manager recognises when they do a good job.

I hope you will consider applying and joining the Tommy's family.

A handwritten signature in blue ink that reads "Jane".

Jane Brewin, CEO

## A bit about Tommy's



Tommy's was founded in 1992 ago by two obstetricians at St Thomas' Hospital, frustrated that they couldn't answer that simple question asked by too many parents: 'Why did my baby die?'

We are the largest charity funding research into the causes of miscarriage, stillbirth and premature birth. We also provide information for parents-to-be to help them have a healthy pregnancy and baby.

### **Miscarriage and stillbirth should not be seen as 'bad luck'**

Parents who suffer from miscarriage, stillbirth or premature birth may have heard one or more of the following common phrases:

'It's one of those things'

'It's nature's way'

'You've just been unlucky'

Would this be an acceptable thing to say to someone who has cancer or Alzheimer's? We think not – so why do we say these things in pregnancy?

We are supported by people who refuse to accept that a baby's death is just 'one of those things'. The people who support us want to do something about the lack of research and information around pregnancy issues. Like us, they believe every parent has the right to a healthy pregnancy and baby.

### **Our research saves lives**

We fund five research centres in the UK that investigate causes and find treatments for miscarriage, stillbirth and premature birth.

Our research centres also have clinics where we provide specialised antenatal care for women who are at high risk of having miscarriage, stillbirth and premature birth. They also have an opportunity to be part of our research through taking part in trials for pioneering new treatments.

They are under the care of a team of people who have a huge amount of knowledge, experience and understanding of the psychological effects of pregnancy loss.

Together with our teams of scientists and clinicians, they are helping us provide the evidence that will make antenatal care better for all.

### **We support parents-to-be**

We feel it's important to provide free, accurate and up-to-date information for medical professionals and parents-to-be around healthy pregnancy. We do this through our PregnancyHub.

## Mission and impacts

Our mission is to halve the number of babies that die in pregnancy or birth by 2030, and to reduce the number of babies born prematurely. We believe we've got the formula right for achieving this, because of the positive impact we've had to date:

50%

Stillbirth rates have halved in the UK since 2000



We can now spot who is at risk and we have pioneered predictive tests and treatments to improve outcomes

90%

of women attending a Tommy's pre-term birth clinic take home a full-term, healthy baby

100%

of parents attending a specialist Tommy's clinic for parents who've experienced stillbirth take home a healthy baby



Our pregnancy information services reach 70% of all pregnant women



Our campaigns are reaching millions and prompting behaviour change that is saving lives



Tools and guidelines created by Tommy's have been taken up by the NHS and midwives UK-wide

## Future plans

Our biggest strategic objectives are:

- To select a new Tommy's national research centre which will focus on preterm birth and diabetes and bring the UK's experts together to drive faster progress to improve pregnancy outcomes
- To build capacity and expertise in clinical research by investing in higher-value fellowships in order to answer the biggest questions in obstetric care
- To drive national policy to reduce inequalities in care and pregnancy outcomes
- To reach 100% of all pregnant women with our PregnancyHub

What's more, we want to better support partners, reach more men, tackle pre-conception health, drive more behaviour change to make pregnancy safer, continue to break the silence around baby loss and so much more!

## Benefits of working here



An overview of the full range of contractual and non-contractual benefits Tommy's employees can get.

- **25 days' paid holiday**, increasing by 1 day a year up to 30 days after you have been with us for five years. Paid bank and public holidays on top.
- **Buy up to 5 extra days of holiday**, and spread the cost over the whole calendar year if you want. No qualifying period – you can start this from Day 1.
- **6 'flex' hours to use each month** to suit your lifestyle. Come in late, leave early or extend the weekend to suit your lifestyle – just make up the working hours within the fortnight.
- **No long-hours culture.** Tommy's employees work hard within their contractual hours, but we strongly discourage late working. We value the quality and efficiency of your work – not the length of time you put in.
- Have a proper lunch break! We insist our employees have their lunch away from their desks, so you should always get a proper break. No one should work through their lunch at Tommy's.
- And 'health breaks'– have a long lunch (1½ hours), and just make up the time on the day. No special arrangements to make.
- Recognition of private time and space for prayer / religious observation - just speak to your manager.
- **Two weeks' fully paid Sabbatical** after 5 years' completed service
- Social committee. Breakfast club, book club, karaoke, cinema, or just a good meal out: all suggestions are welcome and everyone is invited to join in.
- **Be part of some of the greatest mass-sporting events in the UK** – our wonderful supporters run in the London Marathon and take part in Tommy's ground-breaking London Landmarks Half-Marathon,

as well as many other community events across the country. As a Tommy's employee you'll get to join in the fun and make sure our supporters have the best possible experience – and of course get Time Off in Lieu (TOIL) for the time you put in.

- Keep your work and home life separate. We like our employees to enjoy their personal life as well as their working life. No-one is expected to address work matters outside of working hours unless it's a pre-arranged event.
- Career-development. All our employees are encouraged to join in career-development discussions. As Tommy's goes from strength to strength, we want to know how you would like your career to grow with us. A quarter of our employees have been with Tommy's for four years or more.
- Season-ticket loan scheme – or use the loan to buy a bike. Spread the cost of your purchase with an interest-free loan from Tommy's, after your probationary period is completed.
- **Free eye tests** – get your sight tested and Tommy's will refund the cost of the test. And there's a £50 contribution from Tommy's if you are prescribed glasses for computer work
- **Company sick pay.** We have a great attendance rate at Tommy's, but if you're sick after your probationary period you can qualify for up to 20 days' full pay
- **Enhanced maternity pay.** No surprise here – babies are close to our hearts!
- Pension scheme. You'll be enrolled within 3 months of your start date: stay in the scheme if you wish, or opt out if you prefer. Contribution rate is 4% employer/4% employee.
- Centrally located, attractive offices – with a wide range of shops, cafes and bars right on the door-step.
- Tommy's laptop and a mix of home and office working, depending on your role.
- **Brilliant people doing their jobs well!** This is who we are: come and talk to us!

## Equality and diversity

At Tommy's, we know how important it is to recognise and value differences in our employee team. That's how we can build a passionate, effective workforce who are all driving together to meet our vision to halve the number of babies who die during pregnancy and birth by 2030.

We are committed to making our organisation a place where everyone is treated fairly, has the same opportunities, is supported to achieve their very best and feels welcome, included and part of the Tommy's team.

Our Equality, Diversity and Inclusion group is at the heart of our workplace and strives to make Tommy's an organisation whose work and culture reflect the families that we work with, our supporters and the baby loss community as a whole.

We strive to create an inclusive culture where people feel valued, involved and appreciated, with a sense of belonging regardless of their differences. We aspire to achieve this by learning from peoples' lived experience, listening to their views, adjusting how we interact with our staff and reviewing processes, training and policies to ensure they align with our goal of being a diverse and inclusive employer.

### Our vision

*Tommy's is here for every baby, parent and parent-to-be. Whoever you are or wherever you live, everyone should be able to have a healthy pregnancy and baby and we want to bring about change so fewer babies die during pregnancy and birth. Black women, Asian women and women from other diverse ethnic groups are currently the most vulnerable and high-risk when it comes to pregnancy outcomes.*

*Workplaces that welcome parents and pregnant people and are diverse in age, ethnicity, gender identity, marital or civil partnership status, race, religion and belief, sexual orientation, physical or mental abilities are better and more innovative organisations and more representative of those we seek to help.*

*Tommy's embraces and harnesses the talents, skills and experiences of everyone who wants to help us in our mission to make pregnancy and birth safer for all. We are determined to be an organisation that truly values what all people can contribute to our cause and passionate about helping everyone who needs our advice and support.*

Our recruitment process could involve one or more interviews; a written or oral assessment; and the online completion of psychometric questionnaires. If you are invited to an interview and you have a disability or condition which could impact on your ability to participate in Tommy's recruitment process, please let us know before your interview by emailing the Manager who is recruiting for this position. We will be very pleased to make any reasonable adjustments to our recruitment process that are necessary to accommodate any long-term medical condition or disability you have. If you share such information with us, we will keep it confidentially, and we will only use it to make sure that we fulfil our employer responsibilities towards you. We may need to retain it as long as we need to, and we will destroy it confidentially by shredding.

## Position Profile

<b>Position Profile</b>		
<b>Division:</b>	<b>Function/Department:</b>	<b>Position Title &amp; Location:</b>
	Human Resources / Support Services	HR Administrator Nicholas House
<b>Date written/last reviewed:</b>	<b>Grade:</b>	<b>Reports to &amp; Location:</b>
July 2021		Chief Operating Officer Nicholas House
<b>Contract Type:</b>	<b>Salary:</b>	<b>Hours of Work:</b>
Permanent	£23,000 - £25,000	Monday – Friday 9am – 5.30pm
<b>Number of reports:</b>	<b>Total:</b>	<b>Direct:</b>
	N/a	N/a
<b>Position purpose:</b>	To take ownership of all people and training related administration and follow through on people policies and processes. To act as the first point of contact on related matters.	
<b>Major/Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Maintain complete and up-to-date people records, maintaining accuracy and confidentiality in appropriate electronic folders.</li> <li>• Manage and maintain administration spanning whole employee lifecycle</li> <li>• Maintain a well functioning absence management system</li> <li>• Assist in maintaining currency of the People Policies (staff handbook)</li> <li>• Coordination of onboarding &amp; training and associated communication</li> <li>• Administration of Health &amp; Safety inductions, assessments and associated paperwork for Tommy's people</li> <li>• Payroll administration</li> <li>• Recruitment administration</li> <li>• Support coordination of organisational communication</li> <li>• Support probationary and review process</li> <li>• Support Tommy's Diversity Team and Wellbeing Team</li> <li>• Work in compliance with confidentiality and GDPR obligations</li> <li>• Support the CEO in periodic administrative duties in respect of Trustee activities</li> </ul>	
<b>Measures:</b>	Administrative, process and GDPR compliance. Adherence to deadlines. Accuracy of information	
<b>Scope:</b>	Tommy's and London Landmarks Half Marathon teams	
<b>Authority/Decision Making:</b>	Within existing Tommy's policies	
<b>Challenges:</b>	Creating visibility in a hybrid model Being a steady hand in a fast paced environment	
<b>Key Contacts:</b>	<b>Internal</b>	<b>External</b>
	Tommy's People	Outside Partner Cendex Teamseer PayPlus

<b>Qualifications:</b>	<b>Required</b>	<b>Desirable</b>
	Good school qualification	Degree
<b>Experience:</b>	<b>Required</b>	<b>Desirable</b>
	Previous experience in an administrative role	Experience in an administrative role within a professional, fast paced environment
<b>Qualities, Skills &amp; Knowledge:</b>	<b>Required</b>	<b>Desirable</b>
	Proactive Thorough Friendly Cooperative Efficient Proficient IT skills (word, excel, powerpoint)	
<b>Languages:</b>	<b>Required</b>	<b>Desirable</b>
	Fluency in English Good quality writing, with good standard of spelling, punctuation and grammar	
<b>Competency Success Profile:</b>	Approachability Customer Focus Informing Integrity & Trust Priority Setting Time Management Administration & Organisation	

<b>Position Profile Approved</b>			
Signature - Manager		Signature - Employee	
Name - Manager:		Name – Employee	
Date:		Date:	

## Contact for recruitment

To apply please send your CV and covering letter to:

Katerina Pavlou

[kpavlou@tommys.org](mailto:kpavlou@tommys.org)

Closing Date: 1<sup>st</sup> August 2021

## Tommy's behaviours

## Tommy's

Motivation	Driven and loyal	Takes pride in achievement and in Tommy's success. Shows determination and personal commitment to achieve Tommy's goals and plans. Is loyal and dutiful. Takes actions and makes decisions to benefit Tommy's, rather than personal interests.
	Takes ownership	Takes personal responsibility for completion of tasks to a high standard, irrespective of challenges encountered along the way. Focuses on the end goal, spots difficulties and addresses them before they become a threat. Concentrates on a task and sees it through to completion. Is self-directing and uses initiative. Wants the freedom to do his or her job without undue supervision or direction.
	Work ethic	Accepts workplace rules. Is punctual and reliable. Places a high value on working hard and doing a good job. Very dedicated to meeting what is expected of him or her. Is self-disciplined. Has realistic expectations of Tommy's. Behaves professionally.
Personal	Resilient	Is robust and stable under pressure. Shows resilience in a range of situations. Bounces back from disappointment or rejection, is sanguine and stoic. Manages personal stress: identifies own stress triggers and has strategies for successfully managing them.
	Intelligent	High level of verbal and numerical intelligence. Ability to acquire understanding and absorb information rapidly.
	Organised and detail-conscious	Consistently and conscientiously delivers good attention to both strategic and administrative detail. Organises resources, prioritises key issues and implements projects effectively.
	Self-aware and open	Can appreciate personal strengths and weaknesses and acknowledge the validity of others' views. Has emotional intelligence. Continually improves skills and workplace behaviour. Shares perceived truths honestly and appropriately at work, without secrecy. Gives and receives feedback tactfully and open-mindedly. Continually develops skills and workplace behaviour.
Interpersonal	Communication	Listens and lets others speak. Communicates fluently, orally and in writing. Writes clear, well-organised documents with appropriate vocabulary and grammar. Keeps others informed.
	Persuasive	Is appropriately assertive. Has presence and is credible. Can influence others and sell ideas.
	Team-oriented	Co-operatives with and supports colleagues and customers. Builds positive, collaborative working relationships.

## Data protection

Tommy's collects information about its job applicants, employees and others. Such information is collected and used fairly, stored safely, not disclosed unlawfully and destroyed when it is no longer required.

A copy of Tommy's Employee Data Protection and Privacy Policy, including Retention of Employee Records, is available on request from Tommy's Data Protection Officer.

## Find out more

[tommys.org](https://tommys.org)

020 7398 3400

[mailbox@tommys.org](mailto:mailbox@tommys.org)

Nicholas House  
3 Laurence Pountney Hill  
London EC4R 0BB

