

Merchant's Quay Ireland: People and Culture Generalist **(<https://www.activelink.ie/node/116228>)**



People and Culture Generalist

Are you a passionate HR professional looking to make a real difference? At MQI, we believe in supporting people with dignity and compassion, and that starts with the support we provide to our employees.

As a People & Culture Generalist, you'll play a vital role in fostering an inclusive, values-driven workplace where every team member feels supported, valued and connected to our mission. This is more than just a HR role, it is an opportunity to do meaningful, impactful work in a dynamic and purpose-led environment.

You'll be involved in a wide range of People & Culture activities, with a particular focus on supporting the Employee Relations Manager in day-to-day operations. Your role will also contribute to key HR functions such as employee engagement, compensation & benefits equality, diversity and inclusion (EDI), and culture-building initiatives. If you are someone who values purpose as much as professionalism and thrives in a collaborative, mission-focused setting we'd love to hear from you.

Here is how you will contribute:

- Act as a key point of contact for employees across the organisation, responding to queries and providing clear, consistent guidance on policies and procedures.
- Maintain up-to-date and accurate employee records across HR systems, and generate reports on key HR metrics such as turnover, absence, and engagement to support data-driven decision-making
- Support with and coordinate key employee lifecycle activities such as remuneration and exit processes to ensure a consistent and supportive employee experience.
- Support performance management across the organisation, guiding managers on conducting effective reviews, delivering constructive feedback and addressing underperformance appropriately.
- Work closely with the Employee Relations Manager to advise managers on employee relations issues, including disciplinary processes, grievances, conflict resolution, and leave entitlements (e.g., maternity, sick leave, parental leave).
- Interpret and apply organisational policies and procedures to a range of employment matters, ensuring alignment with Irish employment law, EU directives, and organisational strategy and values.
- Conduct exit interviews, identify themes and trends, and provide regular reports with recommendations to improve retention and engagement.
- Partner with line managers and other internal stakeholders to proactively manage HR activities that support organisational and employee development goals.
- Play an active role in cultivating a positive employee relations environment, helping to prevent and resolve workplace issues before they escalate.
- Coordinate the collection and consolidation of HR data and metrics from across the team.

Essential criteria:

- Minimum 3 years relevant HR experience
- **Strong communication and interpersonal skills:** The ability to effectively communicate with employees at all levels, build rapport, and mediate conflicts.
- **Problem-solving skills:** The ability to identify problems, analyse situations, and develop effective solutions.
- **Organisational skills:** The ability to manage multiple tasks and projects simultaneously and maintain accurate records.

- **Knowledge of employment law and HR best practices:**A solid understanding of relevant legislation and HR policies.
- **Experience with HRIS (Human Resources Information Systems):**Proficiency in using HR software and tools.
- **Ability to work independently and as part of a team:**The ability to take initiative, work autonomously, and collaborate effectively with colleagues.

Desirable:

- Diploma or Degree in HR, Employment law, Business or related field
- CIPD Membership (Associate or above)
- Experience managing sickness absence cases, including occupational health referrals
- Experience supporting Employee Relations processes
- Experience developing policies and procedures

If you are interested in this role, please click the link below by the **27th of June 2025**:

Region

Dublin

Date Entered/Updated

16th Jun, 2025

Expiry Date

27th Jun, 2025

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