



## Role Profile

# Human Resources Administrator

**Department:** Human Resources

**Reporting to:** Human Resources Manager

**Hours:** Full time Monday - Friday

**Salary:** £18,000 pa

### Main Purpose of Role

To provide a full HR administration service to the HR department and to internal and external customers, acting as a first point of contact for all HR enquiries.

### Key Accountabilities

#### Administration

- To administer starter / leaver processes including all documentation, induction processes and exit interviews.
- To maintain and update electronic and hard copy personnel record systems containing all employment-related information including absence, holidays, starters and leavers, benefits and equality and diversity.
- To provide all training administration including booking venues, liaising with course providers and attendees and maintaining training records.
- To provide administration support for the engagement of volunteers.
- To prepare all letters or contracts for any changes to employee terms and conditions e.g. flexible working.
- To handle maternity, paternity, adoption, shared parental leave and parental leave administration processes and ensure that associated payroll processes are completed.
- To support the implementation of HR systems or databases; to enter data and maintain these accordingly.
- To prepare, as required, management reports on employee-related data to assist with the management and development of staff.
- To provide a pension administration service liaising with external advisers.
- To handle all initial contact into the HR department, signposting onwards as appropriate.
- In the absence of the HR Manager, to escalate issues of concern to the HR Consultant or appropriate senior manager.
- To provide general administration support to the HR department as required including filing, telephone answering, scanning, photocopying and emails.

#### Recruitment, selection and induction

- To provide administrative support to the recruitment process including:
  - Placing of advertisements
  - Liaising with recruitment agencies
  - Managing candidate correspondence including invitations to interview
  - Acting as point of contact for any candidate queries during the recruitment and selection process
  - Preparation of shortlisting and selection documentation for managers including printing / copying of interview forms
- To produce and issue all offer letters and employee contracts
- To undertake all required pre-employment checks, updating and discussing with line manager as appropriate
- To ensure all new starter paperwork is completed and relevant information provided to Payroll and benefits providers for processing
- To provide line manager with induction templates and new starter checklist to ensure a smooth onboarding process for the new employee.

#### Project work

- To support the HR Consultant and HR Manager with the development and implementation of projects as required.

### **Payroll**

- To provide information to and liaise with the outsourced payroll provider to ensure staff are paid correctly and on time.

### **Employee Relations**

- To respond to general queries from managers and employees, signposting them to the appropriate policies and procedures.
- To provide administrative support to line managers in HR processes, including note taking at investigations or formal meetings.

### **General**

- To maintain own continuing professional development, keeping up to date with legal requirements and relevant HR developments.
- To maintain appropriate confidentiality of information relating to the Company and its staff and maintain compliance with the Data Protection Act.
- To adhere to Company Health, Safety and Environmental Policy at all times.
- Any other duties as required.

### **Skills and Experience**

- Good general education with minimum GCSE C or equivalent in English and Maths
- CPP qualification / CIPD membership (or studying towards) is highly desirable
- Sound previous generalist experience of HR administration and collation of data for payroll
- Excellent verbal, written and numeracy skills
- Excellent organisational skills including ability to manage time and prioritise effectively
- Strong IT skills, skilled in using Microsoft Word and Excel packages and experienced in working with HR packages /databases.
- Able to work independently and on own initiative within specified guidelines or processes
- Well developed interpersonal skills and able to deal with colleagues at all levels
- Able to work appropriately with confidential and sensitive information

<p><b>Author:</b> Deirdre Myers, Roots HR CIC</p> <p><b>Approved by:</b></p> <p><b>Date:</b></p>
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