



JOB DESCRIPTION

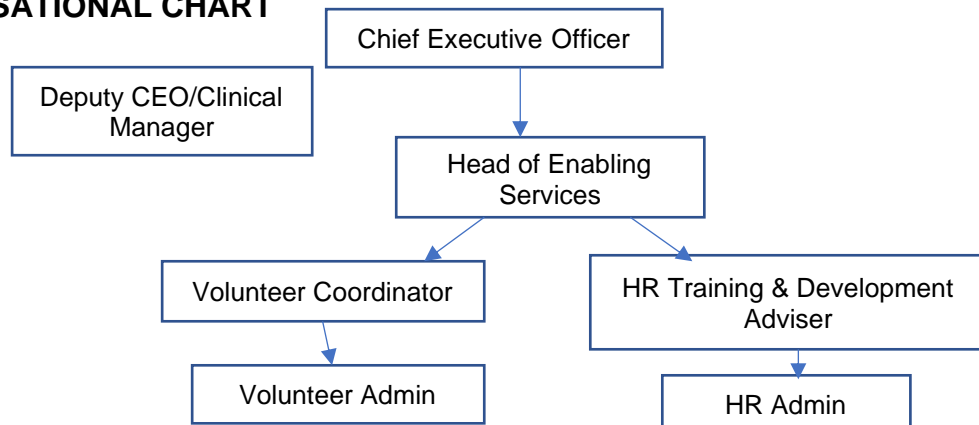
1. JOB DETAILS

Job Title	Human Resources Administrator
Department	Human Resources
Grade	3
Responsible to:	HR, Training and Development Advisor.

2. AIM

- Act as a first point of contact within the HR Department responding to general enquiries from managers, employees and volunteers on a wide variety of HR issues seeking advice where appropriate or referring any complex issues to the HR, Training and Development Advisor.
- Provide a full range of administrative and secretarial support to the HR team including developing and maintaining electronic databases ensuring HR records are up to date, accurate and comply with data protection legislation.

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- Engage with staff and volunteers across all departments and levels to build and maintain good working relationships
- Deal tactfully with queries from staff (some of which may be sensitive in nature) regarding arrangements for formal meetings/hearings e.g. related disciplinary, grievance or sickness matters
- Deal with/respond to internal and external queries from customers/managers by telephone, in person or via email/written correspondence
- Attend and engage in team and 1-1 meetings as required
- Provide interpretation and advice to staff and managers on basic Human Resources issues e.g. terms and conditions of service, HR policies and procedures, annual leave entitlements etc

Analytical and judgemental skills

- Attention to detail to proof-read documents, such as adverts, job descriptions, contracts of employment, etc
- Run training needs report to identify gaps in mandatory training and arrange staff attendance
- Support the HR Training and Development Advisor with the co-ordination of staff and volunteer experience through staff and volunteer surveys.
- Regularly monitor the HR database to ensure that professional registration, revalidation, practising privileges, work permit/visa renewal details are up to date and that any non-compliance is referred to the HR, Training and Development Advisor.

Planning and organisational skills

- Co-ordinate the recruitment process to ensure staff start as soon as possible, following a thorough and safe care procedure.. This involves placing job adverts, sending out application packs, arranging interviews, organising the completion of necessary pre-employment checks e.g. references, Occupational Health, processing DBS applications, Work Permit, professional registration sending out offer letters and contracts to successful applicants, , issuing of ID Badges and access to IT systems etc
- To assist with routine administration, e.g. scanning, photocopying, stationery, post, and keeping electronic records in order.
- Process applications for maternity, paternity and adoption leave and retirements/resignations ensuring that all necessary correspondence is issued in a timely manner
- Assist with HR related projects and initiatives as designated by the HR, Training and Development Advisor.
- Process starter, leaver and amendment forms, paying attention to detail.
- Co-ordinate various events throughout the year including mandatory training for staff and keeping all relevant parties up to date with arrangements.
- Arrange formal meetings/hearings/job evaluation panels, contacting relevant individuals and booking rooms, catering, audio visual aids etc. Prepare and issue the relevant documentation to all parties in advance.

Physical skills

- Advanced keyboard skills with attention to detail

Patient/Client Care

- Assists patients/ clients and relatives during incidental contacts
- Communicate effectively and sensitively with our guests

Policy and Service Development

- Propose and comment on changes which apply to own area of work
- Contribute to policy and service developments in own area as and when required
- Assist with the creation and review of standard letters, templates and HR processes/manual
- To be conversant and comply with the Hospice Health and Safety Policy and report as necessary any untoward incident or hazardous event.
- To be aware of and adhere to all Hospice Policies and Procedures.

Financial and Physical Resources

- Exercise personal duty of care when using expensive equipment such as computers photocopier and printers.
- Report as necessary any faults re: equipment or office accommodation and ensure the safety and security of the building is met
- Keep a registered log of any equipment on loan from the department ie laptops and ensure their safe return
- Ensure all computer terminals/printers are switched off and regularly maintained
- Raise purchase orders and code to the HR department where appropriate

Human Resources

- Demonstrate tasks, provide practical help and support in own areas of work to new or less experienced employees or volunteers including as part of departmental induction
- Co-ordinate and delegate tasks to HR volunteers as appropriate to support the delivery of an effective HR service
- Participate in induction, annual appraisal, mandatory training and personal development relevant to the role.

Information Resources

- Ensure relevant key performance indicator information is obtained and entered onto the workforce database on a daily/weekly basis to allow the preparation and analysis of reports to meet specified deadlines
- Maintain, input and retrieve information accurately from workforce database and spreadsheets ensuring maximum effectiveness of the system and compliance with the electronic data, use, storage and archiving policy.
- Set up and maintain a personal file for every new employee and ensure that these electronic files and those of existing staff are accurately maintained and up to date.
- Produce standard reports from SMI / HR database for analysis by the Head of Enabling Services e.g. staff and volunteer turnover, sickness absence, training needs

- Provide a full range of administrative support to the HR team, ensuring standard letters are generated when appropriate eg offer letters, pension auto-enrolment, resignation letters, DBS reminders,
- Maintain the job evaluation spreadsheet ensuring results are inputted accurately to support consistency checking across the organisation
- Maintain the HR vacancy log to track the number of vacancies

Research and Development

- Support the HR team with any audits or surveys as and when required. Some of these may involve research and collating data external to the organisation eg from the internet and producing basic reports
- Continually look for ways to improve the quality of the service one provides to HR customers

Freedom to Act

- To manage and prioritise own workload in line with department processes and annual plan to ensure deadlines are met referring any issues to the HR Training & Development Adviser as necessary. Outcomes are assessed by the HR Training & Development Adviser.

EFFORT & ENVIRONMENT

Physical

- Sitting in a restricted position for long periods can occur throughout the working day
- Occasional requirement to transport or erect display boards in preparation for events

Mental

- The nature of Human resources related work is such that attention to detail is required. As there can be frequent interruptions eg visitors and telephone calls good concentration and prioritisation skills are essential.
- Ability to concentrate sometimes for prolonged periods when taking minutes or entering data in the HR database / SMI. /

Emotional

- There is occasional exposure to distressing or emotional circumstances e.g. dealing with sickness absence issues, routine disciplinary/grievance issues

Working Conditions

- While the post is predominantly office based there is an occasional requirement to visit other outlets, organisations and attendance at events

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the General Data Protection Regulation and Data Protection Act 2018 are applied to patients, clients, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.

- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- The Hospice will take all reasonably practical steps to ensure the health, safety and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees within the Hospice have a responsibility for, and is committed to, safeguarding and promoting the welfare of children and vulnerable adults and ensure they are protected from harm.
- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims to provide services in a manner that enables all members of the community to access them.
- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer.

JOB DESCRIPTION AGREEMENT

Signature of Post holder

Date:

Signature of Manager:

Date:

