



St Cuthbert's Hospice

*Making every day count since 1988*

### Person Specification

<b>Post Title:</b> Human Resources Administrator		<b>Grade</b>	<b>Department</b> Human Resources	
<b>Criteria relevant to the job</b>	<b>Essential</b> Requirements necessary for safe and effective performance in the job	<b>Method of Assessment</b>	<b>Desirable</b> Where available, elements that contribute to improved/immediate performance in the job	<b>Method of Assessment</b>
<b>Qualifications and Training</b>	Good standard of general education including GCSE (or equivalent) in Maths and English  Excellent IT skills including working knowledge and understanding of Microsoft packages to ECDL level 2 equivalent	Application form	CIPD certificate in HR  Business administration qualification to NVQ level III or equivalent	Application form

<p><b>Experience</b></p>	<p>Previous administrative/secretarial experience preferably gained in HR setting equivalent to NVQ level III business administration Managing a diverse workload.</p> <p>Experience of creating and maintaining electronic and paper filing systems to improve the efficiency of the team or department.</p> <p>Experience of inputting data into database and retrieving information Effective working on own initiative as well as part of a team</p>	<p>Application form references</p>	<p>Previous experience working with or as a volunteer</p> <p>Previous experience in HR administration, particularly recruitment</p> <p>Establishing new office systems and procedures</p>	<p>Application form references</p>
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<p><b>Skills &amp; Knowledge</b></p>	<p>Good working knowledge of, and competent at advanced level in using, MS Office Suite, especially Word and Excel</p> <p>Knowledge and appreciation of information governance, data protection and confidentiality</p> <p>Ability to maintain accurate administrative records and systems</p> <p>Basic knowledge and understanding of employment best practice and legislation</p> <p>Ability to communicate, sensitively, effectively and engage in discussion with all levels of staff</p> <p>Effective, planning and organisational skills</p> <p>Effective interpersonal and communication skills with those internal and external to the Hospice</p>	<p>Application form and interview</p> <p>Application form and Interview</p> <p>Application form and Interview</p> <p>Interview</p> <p>Interview</p> <p>Application form and interview</p> <p>Interview</p>	<p>Producing and analysing reports from databases</p>	
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<b>Personal Attributes</b>	Presents a professional image and acts professionally at all times	Interview		
	Self-disciplined and motivated	Interview		
	Ability to work unsupervised to prioritise work, meet deadlines and work under pressure	Interview		
	Ability to multitask	Interview		
	Flexible approach to work	Interview		
	Supportive and Effective team player Demonstrates sensitivity to the needs of individuals and groups.	Interview		
	Able to exercise discretion and be diplomatic . Customer-focussed	Interview		
	Ability to be persistent but polite in seeking information from others Demonstrate the values of St Cuthbert's Hospice			
<b>Special Requirements</b>	Able to consistently achieve a high level of accuracy and careful attention to detail in work undertaken.  Ability to maintain a very high standard in the content and presentation of their work  Maintain confidentiality at all times	Application form, interview		

**Issue Date:**

**Signed .....** **Post Holder**

**Date .....**

**Signed .....** **Line Manager**

**Date .....**