

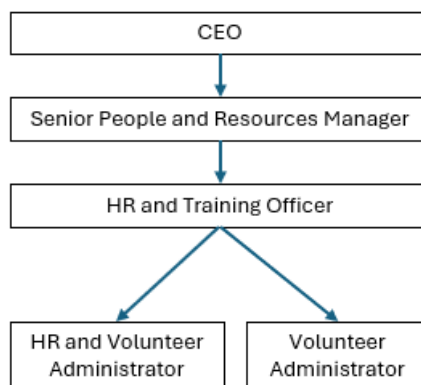
1. JOB DETAILS

Job Title	HR & Volunteer Administrator
Department	Human Resources
Grade	3
Responsible to:	HR and Training Officer

2. AIM

- To act as a first point of contact within the HR Department responding to general enquiries from staff and volunteers, members of the public, external organisations, seeking advice where appropriate or referring any complex issues to the HR and Training Officer.
- To provide a comprehensive HR and volunteer administration service, ensuring staff and volunteer records and systems are accurate, up to date and maintained in accordance with organisational policies and 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.
- Build and maintain partnerships with local organisations and businesses to promote and increase volunteering opportunities from all sectors of the community.
- Build and maintain links with local and national volunteering organisations and

ensure the Hospice benefits from their expertise.

- Support the creation and dissemination of content for internal and external communication channels, including newsletters, website updates and email communications, to promote employment and volunteering opportunities and communicate key organisational information, ensuring all content is accurate, timely and consistent.
- Participate and contribute to team meetings.
- Offer advice and information to staff, volunteers, and external organisations through face to face, telephone and email contact.

Analytical and judgemental skills

- Liaise with and gather information from line managers and supervisors to identify staffing & volunteering needs in their area providing administrative support to recruitment and onboarding activities.
- Assess volunteer applications against role requirements and agreed criteria, supporting the matching of volunteers to suitable opportunities and escalating any concerns where appropriate.
- Ensure staff and volunteer records and recruitment documentation are accurate, complete and up to date, identifying and resolving routine discrepancies.
- Use judgement to prioritise workloads, respond to routine HR and volunteer enquiries, and determine when issues require referral to senior HR staff or managers.

Planning and organisational skills

- Co-ordinate the recruitment, onboarding and induction activities for staff and volunteers ensuring all documentation, checks and arrangements are in place and completed within agreed timescales. This involves placing job adverts, sending out application packs, arranging interviews, organising the completion of necessary pre-employment checks e.g. right to work checks, references, processing DBS applications, work permits, professional registrations, Occ Health, sending out offer letters and contracts to successful applicants.
- Monitor compliance with onboarding requirements for staff and volunteers, taking appropriate action to follow up outstanding information.
- Prepare for new starters by requesting access to IT systems and issuing ID badges etc..
- Process new starter, leaver and contractual change documentation, ensuring information is accurately recorded and submitted within payroll deadlines.
- Coordinate the administration of maternity, paternity and adoption leave, retirements and resignations, ensuring all relevant documentation, notifications and correspondence are issued promptly and in accordance with organisational procedures.
- Coordinate formal meetings, hearings and job evaluation panels, liaising with relevant parties to arrange schedules, venues, catering and equipment, ensuring that all documentation is prepared and distributed within required timescales and taking accurate notes to support timely communication and record keeping.
- Assist with the development, implementation and monitoring of staff and volunteer processes, and provide appropriate support and advice to line managers to ensure full compliance and all targets are achieved.
- Assist the HR and Training Officer with the co-ordination of various events

throughout the year including the co-ordination of mandatory training for staff and volunteers, keeping all relevant parties up to date with arrangements.

- Manage own time effectively and prioritise own workload.
- Provide cover for the Volunteer Administrator as appropriate.

Physical skills

- Advanced keyboard skills with attention to accuracy and detail.
- Some travelling will be required to attend meetings and networking outside the Hospice.

Patient/Client Care

- Assists patients / clients and relatives during incidental contacts.
- Communicate effectively and sensitively with our guests and ensure confidentiality is maintained at all times.

Policy and Service Development

- Assist the HR and Training Officer with the administration and coordination of staff and volunteer surveys, ensuring feedback is collected, recorded and shared to support the service development.
- Support the HR and Training Officer and Senior People and Resources Manager in reviewing induction and mandatory training arrangements, contributing ideas and feedback to support the ongoing development and improvement of training provision in line with organisational needs.
- Keep up to date with relevant employment, volunteering and associated workforce legislation, updating documentation and administrative procedures as directed by the HR and Training Officer or Senior People and Resources Manager.
- Participate in any relevant projects that contribute to the HR/Volunteer Strategy.
- Ensure compliance with all Hospice policies and procedures including GDPR and the Health and Safety at Work Act.

Human Resources

- Co-ordinate and delegate tasks to HR volunteers as appropriate to support the delivery of an effective HR service.
- Support the administration of HR casework processes, as required, ensuring accurate records are maintained and documentation issued in a timely manner.
- Act as an initial point of contact for staff and volunteer queries, concerns and complaints, providing routine guidance and support to managers and supervisors, and using judgement to identify and escalate complex, sensitive or non-routine matters to the HR and Training Officer or appropriate manager.
- Participate in annual appraisal and personal development, undertaking training and mandatory training where appropriate.

Information Resources

- Maintain accurate records, update administration systems and databases and generate reports as required.
- Maintain and monitor volunteer/trustee data and information on IT systems to ensure that all training and DBS checks are up to date.
- Generate ad hoc reports to provide timely responses to requests for volunteer

data information.

- To assist the Senior People and Resources Manager in achieving and monitoring KPI's and targets in relation to the staff and volunteer programmes.
- 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.

Research and Development

- Undertake routine audits of HR and volunteer records, systems and processes to monitor compliance, identify discrepancies and support continuous service improvement.
- Keep abreast of development in National Policy and legislation and ensure own professional development and regular updates of professional knowledge

Freedom to Act

- Take responsibility for own area of work using own initiative and acting independently within appropriate occupational guidelines, referring to the HR and Training Officer where necessary.

EFFORT & ENVIRONMENT

Physical

- Occasionally requirement to assemble stands and promotional displays.
- Nature of the work will involve a frequent requirement for sitting at a computer

Mental

- Occasional concentration is required when producing or analysing statistical information
- Telephone enquiries as well as general enquiries can interrupt work and require competence in switching activity.

Emotional

- Occasional exposure to distressing or emotional circumstances when dealing with volunteer issues.

Working Conditions

- There is little or no exposure to adverse environmental working conditions
- There will be the expectation to attend some volunteer events outside normal working hours.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 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 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 post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

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.

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

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

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**