**HR Services Administrator**

**Job Description**

**Job Summary**

You will work within our HR Services Team providing an effective, efficient, and professional HR service to our organisation.

**Key Tasks**

**Operational**

* Be a point of contact for HR & People queries and direct to relevant colleagues within the team, including monitoring the HR inbox as allocated.
* Support the Safer Recruitment processes including requesting and chasing references and DBS checks.
* To administer the recruitment process; posting adverts, producing shortlisting packs and liaising with managers and candidates to arrange interviews.
* Supporting users to utilise and interact with the HR database and our learning management system.
* To log and record periods of absence, including sickness, for our employees. To liaise with the People & Culture team to support absence management.
* Maintain personnel filing system ensuring that all in-coming / out-going correspondence is scanned and saved to the appropriate systems.
* Maintain the Hospice digital and paper archive and administrative filing system ensuring they are kept tidy and up to date. On an annual basis work with the HR Services Manager to review and archive or destroy files.
* Contribute to departmental projects and implementation of new systems and processes.
* To support with setting up new IT equipment (laptops and phones) for staff and volunteers when required.

**Strategic**

* To work in line with our strategy

**Regulatory**

* To work within the boundaries of organisational policy and employment law

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**Key results/objectives/measures of success**

1. To stringently follow our recruitment processes for staff and volunteers
2. To accurately record our sickness levels for staff
3. To ensure HR Systems and processes are streamlined and effective.
4. To contribute to improving process within HR Services.

**Overarching responsibilities**

* To embed the values of the organisation into your working practices evidencing this regularly and ensuring this remains a priority.
* To live out our values, which drive all that we do, in the context of your everyday work following our behaviour framework.
* To work in accordance, and fully comply, with our organisational policies and procedures.
* To carry out all duties in accordance with the law, the Hospice philosophy, and the Hospice policy on equality of opportunity and diversity and collective responsibility.

The above is indicative of the current responsibilities of the post which may change from time to time in consultation with the post holder in line with the service need.

Throughout your time with us we will conduct ongoing employment checks and performance reviews relevant to your role, for example professional registration checks, DBS, appraisals and regular contact meetings.

1. **Terms and Conditions**

Reports to: HR Services Team Manager

Responsible for: None

Hours: 30 Hours

Location: North Yorkshire Hospice Care sites

1. **Person Specification**

|  |  |  |
| --- | --- | --- |
| **What is required?** | **Is it essential or desirable?**  *Essential = E*  *Desirable = D* | **How is it assessed?**  *Application = A*  *Interview = I*  *Task/Assessment = T* |
| **Education/Qualifications** | | |
| Qualified to CIPD level 3 or above.  Working towards a CIPD level 3 certificate.  Holds related HR qualifications. | **E** | **A** |
| Good general education | **E** | **A** |
| **Experience** | | |
| Experience of IT including using different types of software | **E** | **I** |
| Experience of HR processes and policies. | **D** | **A & I** |
| Experience of customer service or in a people-facing role | **D** | **I** |
| Experience of working in an administrative department/ role. | **E** | **A** |
| **Knowledge/Skills** | | |
| An understanding of the HR function and how it supports an organisation | **D** | **I** |
| Confident in the use of Word and Excel | **E** | **I** |
| Awareness of GDPR and confidentiality | **E** | **I** |
| Good written communication | **E** | **A** |
| Able to deal with calculations and numerical data | **E** | **I** |
| Good communication and interpersonal skills | **E** | **I** |
| Good organising and prioritising skills | **E** | **I** |
| Ability to work to deadlines | **E** | **I** |
| Ability to learn quickly and adapt to changes | **E** | **I** |
| **Personal Attributes** | | |
| An interest in HR | **E** | **I** |
| Ability to work with a high degree of accuracy and attention to detail | **E** | **I** |
| Ability to act in accordance with the law, organisational policy | **E** | **I** |
| Ability to communicate calmly and clearly | **E** | **I** |
| Flexible in attitude to work and undertaking of the role | **E** | **I** |
| Ability to work collaboratively | **E** | **I** |
| Demonstrate a commitment to North Yorkshire Hospice Care’s aims and objectives through its core values and behaviours | **E** | **I** |
| Promote and sustain a responsible attitude towards diversity and inclusion within North Yorkshire Hospice Care | **E** | **I** |