

Job Title: HR Administrator

Reports To: Head of People Operations

Job Purpose

1. Provide first line support to managers and Colleagues on all People, and some Payroll, lifecycle events, processes and procedures. Resolve and/or escalate iTrent system issues and provide guidance and training where required.
2. Escalate concerns or issues raised by Colleagues to relevant members of the People Leadership Team and work collaboratively across boundaries within the People, Finance and Operations Directorates to ensure a seamless and positive end to end employee lifecycle experience.

Key Responsibilities

- Set up and maintain accurate staff records on all relevant People and Payroll Databases across the employee lifecycle. Have a strong working knowledge of the functionality within these databases and stay updated on changes and developments as they arise.
1. Act as the first point of contact for employees and managers on behalf of the People Team, providing supportive, professional, accurate and comprehensive advice and information on forms, policies and processes, escalating to a senior member of the People Team where appropriate.
 2. Work collaboratively with all Colleagues, ensuring that People information received and People data that's been input by others, is accurately recorded. Make changes where necessary, providing feedback, training and support to end users.
 3. Manage the administration for all contractual changes and create and issue letters and contracts of employment to new and existing Colleagues. Complete reference enquiries for both current and ex-Colleagues and provide other information as requested either internally or via a third party with the relevant authorisation to see it.
 4. Liaise with other internal teams (e.g. payroll and recruitment) to ensure the smooth transition of data/information and data and process flow across the entire employee lifecycle.

5. Undertake regular checks on all areas of compliance e.g. Right to Work, DBS and Review information to ensure we are meeting our commitments in this area. Collate and record data and produce monthly and quarterly reports for managers. Follow up with Colleagues where we identify risks of non-compliance and escalate these risks and issues to members of the People Leadership Team as appropriate.
6. Offer flexibility in terms of deadlines and work with agility to ensure priorities and business need are always met in a timely and efficient way.
7. Regularly update, cleanse, archive and sense check Colleague data held on all People systems and spreadsheets to ensure the organisation maintains GDPR compliance.
8. Within the remit of the People function, develop and send out relevant communication either via email, letters or the information hubs to ensure all Colleagues are kept informed and updated on changes and that key pieces of information (e.g. pay review changes) are shared in a timely and efficient way.
9. Have an ongoing focus on, and commitment to, continuous improvement of process and procedure where change can achieve greater efficiency, time saving and/or provides a better user experience overall.
10. Coordinate the creation and maintenance of short, informative training videos and 'how to' guides for system end users to support their delivery of the basis People processes and procedures.
11. Stay abreast with changes in legislation which will directly impact workload (e.g. Right to Work) and build learning and knowledge through relevant webinars, training sessions and written articles.
12. Carry out other duties, including project work, where required by the People Leadership Team, SLT or Executive.

Person specification

Factor	Essential	Desirable
SKILLS, COMPETENCY & VALUES	Communication – verbal and written Accurate communication skills with attention to detail. Confident and persuasive communicator. Demonstrable questioning and listening skills. Explain and convey complicated information in a clear manner that is adapted to the audience. Relationship Management – Able to build effective working relationships at all levels, demonstrating credibility and understanding of needs. Able to propose and influence solutions. Able to show empathy and understanding to others. Planning and Organisation – ability to manage a busy workload, effective time management, dependable, meets deadlines, proven prioritisation and decision-making skills. Able to take a flexible approach and prioritise high volumes of work with regular interruptions. Results oriented – A positive ‘can do’ attitude, driven & focused on effective outcomes and solutions. Conscientious and customer focussed.	

	Technical/analytical – able to create mail merge documents and track data to determine when checks (e.g. DBS) need to be renewed. Triage calls/e-mails to determine which is most appropriate course of action (e.g. refer to manager, provide advice on a policy/process etc.) Values – Demonstrates company values. Self-motivated and enthusiastic to learn new skills. Demonstrates an inclusive approach at work and supportive to colleagues. Tenacious and resilient. Discrete and maintains confidentiality of information.	
EDUCATION AND QUALIFICATIONS	Educated to at least GCSE or equivalent standard.	Educated to A-level and CIPD level 3 or above.
KNOWLEDGE	Knowledge of the full employee lifecycle and the processes that relate to this. Knowledge of General Data Protection Regulations and how these impacts upon the HR systems and processes Up to date knowledge of Right to work in the UK regulations.	Knowledge of HR in the social care sector Knowledge of TUPE Broad knowledge of employment legislation Knowledge of Protecting Vulnerable Groups (PVG) checks for Scotland

	Knowledge of Disclosure and Barring service (DBS)	
EXPERIENCE	Experience of using an HR database (e.g. HRIS) Experienced in working in an HR environment. Previous administration experience Experience of updating or creating a new process to create efficiencies.	A strong working knowledge of iTrent HR and Payroll systems
OTHER SPECIFIC REQUIREMENTS	Good knowledge of business software i.e. Microsoft Office/365 (Excel, Word, PowerPoint, Outlook, Sharepoint, OneDrive) and the ability to use in-house systems. Committed to equal opportunities and diversity. Occasional travel within the UK	