

Role Profile

Role Title	HR Administrator
Reporting To	Human Resources Operations Manager
Department	Human Resources
Pay Grade	SPOT £15,534 per annum
Version Date	February 2019

Role Purpose

To work as part of a team to provide administrative services for the HR team and on a range of Human Resource matters. Ensuring excellence in service standards, quality information and a strong customer focus is maintained at all times.

Key Responsibilities

1. To work within the Human Resources team to provide accurate and prompt administrative support to maintain an effective and efficient service of a high quality to all staff
2. To deal with queries from internal and external customers both over the telephone, by email and in person signposting all customers as appropriate
3. To be responsible for accurate and efficient inputting, updating and maintaining of employee data, on manual and computer systems and work with team members on the development of the system
4. To be responsible for undertaking any relevant payroll administration, i.e. processing new starters, leavers and changes to terms and conditions of employment
5. To undertake administrative tasks, which includes arranging, attending and taking minutes of meetings as and when required, typing of contracts, offer letters, reference requests and general HR related correspondence
6. To create and maintain system queries and reports as required
7. To provide support and participate in recruitment activities, including Right to Work and identity checks and participating in Recruitment events and campaigns
8. Ensure that the Single Central Record is accurately maintained at all times and that the timescales for providing all of the relevant information for each individual are adhered to
9. To answer and respond to enquiries by all communication methods

10. To participate in various HR & OD projects as and when required

Person Specification

	Essential	Desirable	How assessed*
QUALIFICATIONS			
English & Maths GCSE Grades A-C or equivalent	✓		AF / Cert
Customer Service or Business Admin Qualification or equivalent		✓	AF / Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of working in an office / administration environment	✓		AF/IV
Knowledge of HR systems		✓	AF/IV
High standards of accuracy	✓		AF/IV
Ability to work with confidential and sensitive data	✓		AF/IV
Accurate record keeping	✓		AF/IV
Experience of working in FE college or similar organisation		✓	AF/IV
Proficient in the use of IT systems including Microsoft Office	✓		AF/IV
SKILLS AND ABILITIES			
Able to work well as part of a team	✓		AF/IV
Excellent interpersonal and networking skills	✓		AF/IV
Highly organised and capable of prioritising work	✓		AF/IV
Committed to excellent customer service	✓		AF/IV
Attention to detail with the ability to work to deadlines and under pressure	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

AT = Skill assessed via test/work-related task

IV = Skill assessed via interview

Cert = Certificate checked at
interview