



Job Description

Post Title:	Human Resources Administrator
Responsible to:	Human Resources Manager
Responsible for:	Assisting with Human Resource Administration
Location:	Huntingdon Centre
Hours of Attendance:	Normally 37.5 hours per week. The appointee will be expected to work flexibly to meet the requirements of the post.

Purpose of the Post

To work as part of the HR team to provide a professional, high quality, timely, customer focused HR recruitment/administration service to key stakeholders, job applicants and customers.

Key Accountabilities/Primary Responsibilities:

To provide high quality HR administrative support across the full spectrum of HR administration, including but not limited to:

- Recruitment and selection
- Payroll Administration
- General HR Administration
- Administration support providing letters as required
- Assist with the upkeep of electronically stored personal records
- Carry out regular HR Audit checks to ensure integrity of data is maintained
- Administration of policies, procedures and processes
- Equality and Diversity
- Compliance with Data Protection Legislation

Detailed Tasks

1. To apply a good working knowledge of HR administrative systems to answer queries and resolves problems from colleagues and external customers.
2. To work as team member, assisting with joint administration, scanning and workload as required across the team.
3. To manage the workload allocated by the HR Manager ensuring that all queries are dealt with in a timely, accurate manner, escalating complex problems to the HR Manager or other Senior Manager as required.

4. To make effective and accurate use of the HR system, to input and report on data as requested by the HR Manager.
5. To follow published procedures and work instructions where supplied, using appropriate judgement as to when to escalate an unusual enquiry to the HR Manager.
6. To take ownership of any query and/or issues raised seeing it through to resolution and keeping the HR Manager and wider team informed where appropriate.
7. To provide excellent customer care at all times, contacting internal or external customers to source and exchange information as required.
8. To support the team in providing cover for the recruitment process of new employees, drafting and amending recruitment documentation as required. For example; prepare recruitment documents, organise recruitment time tables, draft and place adverts, log application forms, administer recruitment campaigns in conjunction with the marketing team.
9. To provide seamless interview set up service to both internal and external clients, for example preparing interview invites, schedules and associated tests as required. ensuring that the HR service complies with safer recruitment practices and compliance including checking the content is complete, accurate and appropriate (i.e. compliant with the law and not discriminatory in any way) for the circumstances.
10. To ensure the recruitment procedure is followed according to College policy and highlighting areas of concern to the HR Manager.
11. Data input to maintain the accuracy of information for payroll, producing and creating reports on a routine or ad hoc request. For example, checking of timesheets for hourly and monthly paid employees, manually inputting information and checking for data errors as required.
12. Input and audit changes to the employees' terms and conditions which affect pay, ensuring adjustments are accurately reflected on the HR systems and monthly payroll reports.
13. To ensure that all written documentation e.g., e-mail, letters, are accurate and contain the correct information and the content is suitable for the recipient to receive. Taking responsibility and signing all appropriate correspondence where appropriate.
14. To take ownership of HR policies drafting and amending, ensuring the content is complete, accurate and appropriate (i.e. compliant with the law and not discriminatory in any way) for the circumstances.
15. To instigate and process completed HR forms as allocated, ensuring appropriate levels of authorisation (financial and otherwise) are obtained before any contractual changes are actioned.

16. To contribute to the on-going review and improvement of HR operational processes ensuring the delivery of a customer focused, added value service.
17. To maintain confidentiality in all matters, adhering to Data Protection legislation at all times.
18. To take ownership of identifying any system input /administration outputs, taking corrective action for any conflicts in the information that you have processed and ensuring this is corrected in consultation with the HR manager.
19. To work across the HR operational, in response to peaks and troughs of business activity.
20. To have an understanding of how equality and diversity applies to the responsibilities of the role and to actively promote equality and diversity in all aspects of the role.
21. Any other duties that fall within the remit of the post as allocated by the HR manager following consultation with the post holder.

Information, Advice & Guidance

- Signpost all learners and potential learners to accurate and up to date information and advice that enables them to make informed choices about lifelong learning and work.
- Be impartial and signpost people to the most relevant and appropriate source of information, advice or guidance.
- Actively promote high quality information, advice and guidance.
- Listen to what clients of our service say about our provision and continually improve our delivery.

Safeguarding

- Ensure you know the name of the designated person and their role
- Know how to pass on and record concerns about a child or young person
- Understand individual responsibility for referring child protection concerns using the proper channels and within the agreed timescales
- Attend Induction training for Child Protection and attend a refresher on a three yearly basis so that you know – your responsibilities, the local procedures, the need to be vigilant in identifying cases of abuse and how to provide support and respond to a student who tells of abuse
- Ensure concerns about poor or unsafe practice in regard to students are raised in a timely manner.
- Be clear with students that you cannot promise to keep secrets
- Ensure that the five Every Child Matters outcomes – being healthy, staying safe, enjoying and achieving, making a positive contribution and achieving economic wellbeing are met
- Promote health in areas such as:
 - Smoking
 - Drug and alcohol use
 - Disease prevention and control
- Review policy and procedures on an annual basis

Health & Safety

- To comply with the Health & Safety at Work Act.
- To oversee Health and safety arrangements at the College via team meetings, minutes and staff notice boards.
- To comply with The College of Animal Welfare and partner institutes' Health & Safety regulations.
- To ensure that students' safety is considered at all times.
- To take responsibility for maintaining awareness of Health & Safety at the College, via the Committee, minutes and staff notice-board.

General

- Participate in appropriate meetings, open evenings and other events as required.
- Actively promote the implementation of College policies for Equality and Diversity and Environmental Sustainability.
- Participate actively in the College's performance review and appraisal processes and undertake appropriate continuing professional development including management training.
- Work in a flexible, proactive manner to meet the changing requirements of further education and undertake such other duties, commensurate with the post, as may be require by senior managers.

Equal Opportunities

The College of Animal Welfare undertakes not to discriminate unlawfully, either directly or indirectly, against a job applicant or one of its own employees. The College is committed to equal opportunities. Appointments are open to members of the community on an equal basis.

Attributes	Essential	Desirable	How Identified
<ul style="list-style-type: none"> • Education Level/ Qualification 	<ul style="list-style-type: none"> • CIPD Level 3 or equivalent qualification or experience. • Level 2 or equivalent in Maths and English. • Willing to undertake L2 IAG 	<ul style="list-style-type: none"> • L3 Customer service award. 	<ul style="list-style-type: none"> • Sight of qualifications documents • Application form
<ul style="list-style-type: none"> • Experience 	<ul style="list-style-type: none"> • Payroll administration • Previous experience of working in a similar role. • Good numeracy skills, competent in processing and inputting data. • Successful experience of working in an administrative role within an HR environment • Good organisational skills • Used to meeting tight deadlines and working to time pressures • Accuracy in all aspects of job requirements 		<ul style="list-style-type: none"> • Application form • References
<ul style="list-style-type: none"> • Knowledge and Ability 	<ul style="list-style-type: none"> • Able to demonstrate working knowledge of Microsoft Word and Excel and the use of standard office equipment. • Awareness of relevant employment legislation as it is related to the role. • An understanding of the principles of Job Evaluation and Equal Pay. • Ability to organise and plan work, 	<ul style="list-style-type: none"> • Willing to undertake further CPD relevant to requirements of Job role 	<ul style="list-style-type: none"> • Application form • References • Interview

Attributes	Essential	Desirable	How Identified
	<p>performing tasks in accordance with set deadlines, responding positively to changes in requirements and timescales</p> <ul style="list-style-type: none"> • Able to identify with College objectives 		
<ul style="list-style-type: none"> • Problem Solving and Initiative 	<ul style="list-style-type: none"> • Ability to use appropriate judgement to seek and clarify detail where appropriate. • Ability to work independently to solve a range of problems relating to administrative processes. • Ability to analyse data and present summary information in a clear and concise format. • Ability to solve a range of problems by responding to varying circumstances, whilst working within standard procedures. 		<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Communicating and Influencing 	<ul style="list-style-type: none"> • Able to demonstrate working knowledge of Microsoft Word and Excel and the use of standard office equipment. • Awareness of relevant employment legislation as it is related to the role. • An understanding of the principles of Job Evaluation and Equal Pay. 		<ul style="list-style-type: none"> • Application • Interview
<ul style="list-style-type: none"> • Attitude/ Disposition 	<ul style="list-style-type: none"> • Good communication skills, both verbal and written, with the ability to provide and receive information and advice in an appropriate manner, both in relation to learners, clients and colleagues. • A confident, pleasant approach, willing to 		<ul style="list-style-type: none"> • References • Interview

Attributes	Essential	Desirable	How Identified
	<p>develop and maintain good working relationships with colleagues.</p> <ul style="list-style-type: none"> • Willingness to contribute to team efficiency through sharing information and constructively supporting others. 		

Behavioural Competencies (HR Assistant)

Customer Focus	Demonstrates a clear understanding of who HR customers are and consistently demonstrates excellent customer service, treating all customers with fairness, dignity and respect.
Accountability	Takes pride in and accepts accountability for the accuracy of their work, decisions made and advice given. Applies attention to detail and achieves high levels of accuracy.
Communication & Influencing	Provides accurate impartial advice maintaining confidentiality and professionalism at all times. Uses tact and diplomacy with challenging customers. Communicates openly and effectively with other team members and customers.
Team work/ Collaboration	Establishes and maintains constructive and mutually supportive relationships with colleagues and other key stakeholders. Willingly provides support to colleagues to accomplish HR goals as required. Actively participates in meetings, asking questions, listening and providing information and ideas as required.
Seeks Excellence	Looks for ways to improve services, sharing ideas for improvement with colleagues and managers and being actively involved in implementing agreed changes.
Professional Development	Actively pursues learning activities that will increase knowledge and skills relevant to the role. Readily shares knowledge and skills to help colleagues develop and improve the overall HR Service.
Judgement/ Problem Solving	Prioritises and orders activities, overcoming obstacles to get results and meet objectives and deadlines. Follows established processes and procedures to resolve problems and make sound, timely decisions. Identifies and researches appropriate sources for relevant information in order to answer questions and provide accurate advice. Questions discrepancies, gaps and inconsistencies in data, processes and systems, to ensure accuracy of data and advice at all times. Demonstrates sound judgement in determining when to escalate a problem to a more senior colleague.