

## Job Description

<b>Job Title:</b>	HR Administrator
<b>Department:</b>	HR
<b>Contract Terms:</b>	22.5 hours per week
<b>Salary:</b>	£13,622 per annum (£22,704 per annum, pro rata)
<b>Location:</b>	Swanscombe, DA10 0AB
<b>Responsible To:</b>	HR Adviser
<b>Accountable To:</b>	Head of HR
<b>Manages:</b>	N/A

### About Us:

ellenor Hospice is a specialist palliative care provider for adults and children in Dartford, Gravesham and Swanley. The organisation has in-patient ward, at the Hospice in Northfleet, comprehensive adult and children and young people's community services and a range of out-patient and wellbeing services all supported and delivered through a multi-disciplinary team (MDT).

### Role Purpose:

Accountable to the Head of HR and reporting to the HR Adviser, the HR Administrator will support the Human Resources function to provide a comprehensive, proactive and efficient service throughout the organisation to managers, employee and volunteers. The role holder will assist with the day-to-day operations of the HR team, maintaining effective and accurate HR records and systems.

### Duties and Responsibilities:

The duties outlined below are not definitive and may be changed in accordance with the needs of the organisation.

### Recruitment

- Process all arrangements for advertising posts and liaise with managers and external agencies within the agreed timeframe.

- Manage all applications via HR System
- Arrange interviews and support interviews as required, i.e. assisting with assessments
- Action pre-employment checks for successful candidates (request and chase references, right to work in UK, DBS checks, OH checks and notify the HR Adviser of any concerns)
- Collect and collate data relating to every round of recruitment.
- Co-ordinate start-up arrangements and necessary documentation for new employees
- Provide line managers with forms and prompts to facilitate the induction and probation processes.
- Update/complete vacancy on the HR System when vacancy filled.
- Prepare offers and contracts.

### HR Administration

- Maintain up-to-date records relating to all areas of HR activity, including sick absence, annual leave, individual staff files and records.
- To observe a high level of confidentiality and demonstrate respect for all individuals regardless of circumstance or matter in hand.
- Assist with keeping the e-learning system up to date.
- To monitor the recording of sickness by managers on Carval self-service and to record Self Certificates and Return to Work forms.
- To follow up three yearly/annual on-line DBS checks and annual professional registration checks and insurance.
- Respond to all incoming reference requests.
- To administer end of probation procedures for staff
- To assist in the preparation of letters and contracts to staff as directed by the HR Adviser, ensuring all documentation is proof-read for accuracy and is grammatically correct.
- To file any letters or documents in staff electronic personnel files and maintain files accordance with **ellenor** protocols.
- To prepare identity badges as required
- Run reports from the HR System as requested.
- Under the direction of the HR Adviser or Head of HR, takes notes at formal employee meetings to support the preparation of documentation cases under formal proceedings i.e. disciplinary, grievance, sickness
- To respond courteously and politely to incoming emails, enquiries, processing information accurately, objectively and in a kind manner.
- To present written work in a neat, clear and concise way.
- To work as a member of the team, remembering that our team goal is to provide the best support for employees and managers.

### HR Systems

- To administer passwords and logins for members of staff on HR System and Self Service

- To administer and process all aspects of the HR System
- Deal with ad hoc requests for reports and information from management
- To assist staff with payroll queries in the Payroll & HR Administrator's absence and where necessary cover in the role when required.
- Be proactive in analysing gaps or weaknesses in current processes and systems and taking responsibility for devising and implementing improvements.

### Compliance

- Review or update any policies as directed by the HR Adviser or Head of HR
- To update any HR forms as required
- To ensure that data is managed and up-to-date within the requirements of GDPR

### Development, Education and Training

- To assist line managers and employees with their use of Self Service and e-learning platforms.
- To identify personal training needs and seek to meet these as efficiently as possible.

### Internal Key Relationships

- Clinical teams
- Executive team
- Marketing and Communications team
- Fundraising team

### Health and Safety

The post holder has responsibility to take reasonable care of self and others in relation to managing risk, health and safety and will be required to work within the appropriate policies and procedures.

This job description is not intended to be restrictive but is an outline of the main duties. The job description will be reviewed periodically to take into account developments in the organisation, department or role.

### General:

- Adapts and develops in line with the changing needs of the role,
- Acts as an ambassador for **ellenor** in order to raise the profile of the organisation at a local, regional and national level, as required,
- To maintain up to date mandatory and essential to role training

- Works flexibly across sites and departments from time to time as may be requested by their managers,
- Undertakes other duties commensurate with the seniority of the post as may be requested by their managers,
- To follow all policies and procedures,
- To be aware of the staff values of the ellenor and to behave as a fit representative.

Postholder's Name:			
Postholder's Signature:		Date:	
Manager's Name:			
Manager's Signature:		Date:	

This Job Description will be reviewed on a regular basis

## Person Specification

### HR Administrator

	Essential	Desirable	Application/ Interview
<b>Education and Qualifications</b>			
Qualified to GCSE Level with English and Maths Grade 5 or above and/or equivalent qualification	X		A
<b>Experience</b>			
Previous experience working in an HR environment and/or administration environment	X		A
Previous experience of using HR Systems		X	A
Previous experience of working with a charity and volunteers		X	A
<b>Knowledge and Skills</b>			
Ability to manage own time and prioritise work	X		A

Ability to work at speed with accuracy and attention to detail	X		A/I
Great Communication Skills and the ability to build and maintain excellent relationships with a range of people	X		A/I
Excellent Microsoft Office Skills, including Word, Excel and Teams	X		A/I
Able to use a variety of IT systems and database/packages	X		A/I
<b>Personal Characteristics and Qualities</b>			
Must be able to work in team and be a team player	x		
Confident, articulate, professional attitude, analytical, organised	x		
Must be resilient in coping with complex and sensitive people issues	x		