



*ellenor.*<sup>x</sup>  
hospice care in your home or ours

# Job Description

HR Administrator

[ellenor.org](https://ellenor.org)



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Registered Charity No: 1121561

[@ellenorcharity](https://www.instagram.com/ellenorcharity)



**Job Title:** HR Administrator

**Department:** HR

**Contract Terms:** Permanent, 37.5 hours per week

**Salary:** £24,232 to £25,339 per annum, depending on experience.

**Location:** Gravesend, DA11 7HQ

**Responsible To:** HR Adviser

**Accountable To:** Head of HR

**Manages:** N/A

## About

**Us:** **ellenor** is a Hospice charity in Gravesend supporting a core population of 270,000 people in North Kent and Bexley including over 45,000 adults aged 65 and above. Our Children's services extend to Bexley covering a population of around 250,000.

The organisation has an In-patient Ward, at the Hospice in Northfleet. The service also has adult, 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).

Our non-clinical teams play an essential role in supporting our charity. From our fundraising and supporter care team to our retail shops and warehouse operations, they help raise vital funds to further our mission. Our office teams ensure the smooth running of all departments, providing invaluable support to both staff and volunteers.

**Our Vision:** We are dedicated to enabling every person we support to have a seamless and personal experience, that meets their needs and wishes.

**Our Mission:** We are respecting patients' dignity and independence, providing quality care and supporting them and their families to live with life limiting illnesses in their homes or our Hospice.

**Our Values:** We are inclusive, we are caring, we are focused.



## Scope and Job 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.





# Main Duties and Responsibilities:

## 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.
- 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



# Main Duties and Responsibilities cont.:

- 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
- 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, Self Service and e-learning System
- To administer and process all aspects of the HR System and e-learning 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.

# Main Duties and Responsibilities cont.:

## 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

## 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.

# Person Specification:

(All criteria are essential unless stated otherwise)

## Education / Qualifications:

- Educated to GCSE level or equivalent with English and Maths, Grade 5 or above

## Experience:

- Previous experience working in an HR environment and/or administration environment
- Previous experience of working with a charity and volunteers (*desirable*)

## Knowledge, Skills and Attributes:

- Ability to manage own time and prioritise work.
- Ability to work at speed with accuracy and attention to detail
- Great communication skills and the ability to build and maintain excellent relationships with a range of people
- Excellent Microsoft Office Skills, including Word, Excel and Teams
- Able to use a variety of IT systems and database/packages
- Must be able to work in team and be a team player
- Confident, articulate, professional attitude, analytical, organised
- Must be resilient in coping with complex and sensitive people issues

