**Role Profile**

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| **Job Title:** HR Assistant |
| **Department:** Resources |
| **Reports to:** HR Business Partner |
| **Grade:** Office Based Grade 3 |
| **Staff responsibility:** None |

**Organisational Structure**

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| Senior HR Business Partner |

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| HR Business Partner |

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| HR Assistant |

**Job Purpose**

The HR Assistant plays a pivotal role in ensuring the HR team deliver an efficient and effective service which supports the organisation to achieve its objectives. This role will provide excellent customer service by providing first line advice and guidance to internal and external customers on all aspects of HR.

HR assistants are involved with nearly all programs and services that relate to the organisations human resources division. The work, which is often mainly administrative in nature, involves documenting grievances, terminations, absences, performance reports, and compensation and benefits information.

**Key Accountabilities**

* To provide efficient and effective administrative support to the HR Team, wider organisation and external customers
* To provide a high level of customer service by acting as first point of contact for enquiries coming in to the HR team via email, telephone and face to face, providing solutions where possible or escalating as required
* First line advice on areas and policies such as recruitment, pay & benefits, maternity, paternity, disciplinary and grievance, training, leavers.
* To accurately update and maintain the HR database and other IT systems and electronic records
* To support line managers, employees and external customers in using the HR database and including the providing training and creating guidance documents
* Lead in the identification and implementation of process improvements across the HR department
* Record, monitor and report on annual leave and sickness absence in line with current policy and procedures
* Run other reports as required
* Be responsible for the end to end recruitment process including advising hiring managers on recruitment options, posting job adverts, co-ordinating interviews and processing and advising on all pre- employment checks
* To complete the on-boarding process for new starters, which includes sending contracts of employment and producing induction packs.
* Provide timely and accurate information to payroll on a monthly basis
* Lead on the leavers process ensuring leavers are processed in line with current procedures
* Administration of staff benefits including coordination of the annual staff health checks and compiling the annual return on private healthcare, answering queries where required
* To effectively communicate with all internal and external customers including updating the intranet with new policies, information on new starters and leavers, and any other communication required
* Support the HR team in the delivery of new policies and procedures including supporting with staff consultation as required
* To carry out any other reasonable tasks as required
* To carry out the role using the core values of the organisation as guidance
* To comply with the Association’s Health &Safety Policy and Procedures

**Person Specification**

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| **Education** |
| **Essential**   * Standard Grade English and Maths or equivalent   **Desirable**   * Desired experience is to be educated to HND level/other relevant qualification or three years relevant experience in a similar role * CIPD qualified or willing to work towards |
| **Experience** |
| * Previous experience of working in an administration based role * Experience of communicating with colleagues at all levels of an organisation * Adept at problem-solving, including experience of identifying issues and providing solutions in a timely manner * Experience of reading and interpreting information and presenting numerical data in a clear and easy to use format * Experience of working in an HR function |
| **Knowledge** |
| * It is desirable for the successful candidate to have a knowledge of Housing Associations |
| **Skills and Abilities** |
| **Essential**   * Excellent interpersonal, verbal and written communication skills * IT skills including experience of using Microsoft Word, Excel, PowerPoint and Outlook * Experience of working with databases * Excellent attention to detail and ability to plan and prioritise own workload * Ability to prioritise and plan work activities as to use time efficiently * Must be organised, accurate, thorough, and able to monitor work for quality   **Desirable**   * Experience of working with office 365 * Proven track record of using initiative to improve processes and procedures |
| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance