



Job Description

Job title:	HR Administration Officer
Department	AET and AEP
Hours:	37.5 per week (5 days/week spread over Monday to Sunday. Can choose which 5 days, can be flexible, as long as a weekend day in the tuition centre/s features once a fortnight)
Reporting to:	Finance & Payroll Manager

Job purpose
To provide pan-business HR support, ensuring a level of process and record keeping efficiency. The role is designed as an in-house dedicated resource, a first point of call for managers for full range of HR matters, drawing on higher level expertise from external sources (in the form of outsourced HR employment law advice and HR Consultant for policy/process design and project deliverables) but also the main source of administrative support for HR requirements.
Dimensions
<p>A degree of autonomy, but essential to liaise between a number of stakeholders to ensure HR processes run smoothly and in a timely fashion</p> <ul style="list-style-type: none"> • Two Tuition Centres requiring to be resourced accurately – requires HR administrative back up and process support in keeping with Policy guidelines and employment legislation • Multi-location responsibility • Liaising with wide range of people/teams/departments internally and externally • Dealing with a range of data and administrative detail
Main duties
<ul style="list-style-type: none"> - Close working with Finance/Payroll to ensure HR Database and Administration maintenance. HR personal filing system to be maintained in timely and confidential manner, ensuring compliance with Data Protection. - Recruitment; process support including coordination between candidates and recruiting managers, guidance on Terms & Conditions in line with company standards, help with advertising agencies and other candidate resource pools - Ensuring compliance with internal processes and practices - Liaising with external providers (e.g. NatWest Mentor, H&S providers, HR consultants) - Disciplinary and Grievance; offering first level guidance to managers to ensure compliance with internal policies and external legal compliance - HR Customer Service; response to ad hoc issues, ensuring prioritisation for business objectives - Relationship building with teams to ensure ability to support business aims - Employee Handbook; ensuring most up-to-date material is available and communicated - Employee Engagement; building relationships with management structure to generate ideas on how to create a positive and meaningful employee lifecycle, from induction through to training and development and organisation design areas - Maintenance of up-to-date organisation charts



- Communications; timely and proactive guidance on what/when/how to communicate matters that are relevant to employee experience (employee communications portal)
- Reward & Recognition; providing support and process accuracy to implementation of annual and ad hoc pay reviews
- HR Administration. Producing/printing letters and correspondence relating to employment contracts or changes to terms and conditions
- Responding to reference requests, as per Management Policies & Procedures
- Liaising with Tuition Centre managers over DBS checking and safeguarding matters
- Attendance at and contribution to various team meetings as/when required

Skills/Competencies

- Flexible and able to work across locations calmly and in a timely manner
- Communicative – interpreting information clearly and liaising with others. Professional verbal and written communication capability
- Keen attention to detail – and ability to analyse spoken and written information from various and diverse sources. Keen eye for accuracy
- Essential to demonstrate sensitivity to diversity and confidentiality matters
- Ability to respond to timescales/deadlines
- Team player – the role spans a variety of business areas. Understanding of the business aims is key
- Initiative – this role is supporting a rapidly growing organisation so ideas and new ways of working are always being sought
- Self-organisation
- Ability to prioritise workload and deal with conflicting priorities
- Decision-making capability, particularly in prioritising to meet business needs
- Co-ordination and organizational skill
- Access to a vehicle for work purposes and the willingness to travel to different business locations (tuition centres) [mileage will be reimbursed]
- Strong IT skills – familiar with HR database systems and also Microsoft Office suite of tools; Word, Excel, Powerpoint

Knowledge & Experience

- Experience of working in an HR department with basic knowledge of HR processes, ideally in a service centre environment
- Basic level understanding of the range of employment legislation areas
- Willingness to learn and develop business understanding across full spectrum of organisational functions
- Demonstrated interest in CIPD accreditation (either attained or working towards)

Whilst flexibility in working hours is available, there is a requirement for Job Holder to be available during Tuition Centre opening hours to a reasonable extent. Working relationships with Tuition teams (Managers and Head Supervisor) is key to smooth running of the HR workload.