

## **JOB DESCRIPTION**

**Job Title:** Senior HR Administrator

**Hours of Work:** Full Time – 37.5 hours

**Reports To:** Head of HR

**Key Working Relationships:** All employees

**Base:** St Matthews (the post holder may be required to visit other sites to meet service needs)

### **Job Summary:**

- Provide general, comprehensive, and flexible administrative services to the organisation, ensuring discretion and confidentiality always and act as the Administrator.
- Working in partnership with Unit Admin, verify and audit HR Compliance for all employees.
- Induct new starters within the HR Department.
- Be responsible for the accurate and timely distribution of all appropriate documentation.
- Working alongside the HR Officer in supporting the business and attending Governance meetings.
- Working in partnership with the Head of HR in completing different ongoing projects

### **Duties & Responsibilities:**

#### **1.0 Key Duties**

- 1.1 Working in partnership with L&D, Payroll, Recruitment, Operations, and other supportive departments.
- 1.2 Ability to create strong working relationships.
- 1.3 Effectively lead, support, and coach managers in dealing with ER cases (investigations, disciplinaries, PIPs, grievances, flexible working requests, etc)
- 1.4 Represent the HR department in different meetings, including but not limited to Governance Meetings and Corporate Induction training.

## **2.0 General HR duties**

- 2.1 Completing reference requests from employers using standard templates.
- 2.2 Completing tenancy reference requests as per the requirements of the agency.
- 2.3 Processing contract changes authorised by the unit manager.
- 2.4 Dealing with general HR queries.
- 2.5 Recording sickness/absence/holiday data on relevant trackers/systems
- 2.6 Completing letter templates for the Unit Manager or HR Advisors (grievances, sickness etc)
- 2.7 Attending meetings with the Unit Manager to take notes or provide input.

## **3.0 Rotas**

- 3.1 Responsible for temporally filling Unit Admin vacancies for units, should the need arise.
- 3.2 Creating rotas using eRota.
- 3.3 Ensuring rotas are published at least 4 weeks in advance.
- 3.4 Dealing with any rota queries.

## **4.0 Training**

- 4.1 Allocating training based on the training allocation and unit performance sheets.
- 4.2 Cross-check with eRota to ensure that there are no annual leave clashes.
- 4.3 Ensuring allocated training is logged onto eRota for the Unit and advising members of training information.
- 4.4 Recording training onto the Unit Performance sheet
- 4.5 Notifying the unit manager of any non-attendance to training and prompting action.

## **5.0 Other Duties**

- 5.1 To provide mentoring for other members of the team and to encourage and support the upskilling of these individuals.
- 5.2 Contribute to ensuring work is produced to agreed standards through planning, agreeing work, and maintaining the workflow in the department.
- 5.3 Work flexibly within the company, creating, developing, and maintaining effective working relationships with other staff, customers, and external

contacts, accepting delegated duties and directives from the Directors and Managers

- 5.4 Undertake project work and work proactively to assist Unit Managers in carrying out their duties.
- 5.5 Monitor emails and website and respond to appropriate enquiries and take immediate action to rectify any problems.
- 5.6 Develop, update, maintain, and store information using filing systems and provide regular and impromptu reports.
- 5.7 Managing, responding to, and tracking correspondence.
- 5.8 From time to time, you may be required to work outside of your usual contracted hours to assist with meetings, and investigations and to carry out other duties that are deemed necessary to ensure the smooth running of the company.

## **6.0 Other Responsibilities**

- 6.1 Ensure the effective maintenance of equipment and resources used and report any faults or problems.
- 6.2 Maintain supplies by assisting in issuing stock on request, monitoring effective use, and ordering supplies as necessary.
- 6.3 To assist the organisation to carry out duties within the relevant framework as set out by Care Quality Commission (CQC) [Health and Social Care Act] which brings together the work of the Healthcare Commission, the Commission for Social Care Inspection, and the Mental Health Act Commission.
- 6.4 The post holder is required to adhere to Company and Unit policies, procedures, guidelines and relevant legislation, systems that are in place such as Radar, eRota, Nourish, and Redcrier.
- 6.5 The post holder must maintain the confidentiality of information about patients, clients, staff, and the Company business in accordance with the Data Protection Act (1998), the principles of the Freedom of Information Act (2000), and Caldecott principles.
- 6.6 It is the general duty of every employee to take reasonable care of the health and safety of themselves and others, including the use of necessary safety devices and protective clothing and co-operate with management in meeting its responsibilities under the Health and Safety at Work Act; to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

## **7.0 Equal Opportunities**

- 7.1 The company values the diversity of its staff. All employees must be aware of their obligations to abide by the spirit and nature of our Equal Opportunities policy to avoid direct or indirect discrimination.

7.2 The company operates a zero-tolerance approach to such issues as bullying, harassment, and all forms of aggression.

**This job description sets out the key tasks and responsibilities of the post. It is essential that it be regarded with the degree of flexibility, so that the changing needs of the Service can be met, and the role developed further.**

**Post Holder in receipt of Job Description .....**

**Post Holder Signature .....**

**Managers Signature .....**

**Date .....**

**Education & Qualifications**

**Essential**

- Educated to secondary school level or equivalent.

**Desirable**

- L3 CIPD qualification is desirable or relevant HR experience.

**Previous Experience**

**Essential**

- Experience in an office environment
- Working as part of a team
- Awareness of health and safety
- IT skills
- Understanding the importance of confidentiality
- Experience in HR Administration and understanding of HR Processes.
- DBS and handling of visas.

**Desirable**

- Experience working in a multi-disciplinary environment.
- Researching and supplying information
- Awareness of healthcare terminology
- Previous experience in a healthcare setting
- Knowledge of NHS contracting

**Skills, Knowledge & Abilities**

**Essential**

- Excellent organisation skills and ability to prioritise own workload.
- Proficient in Microsoft Office
- Ability to work unsupervised and use own initiative.
- Excellent communication skills
- Ability to cope under pressure.
- The ability to work independently and problem-solve.
- Ability to work under pressure to deadlines.
- Excellent written and oral communication skills.

**Desirable**

- Developing self through review procedures
- Confidence in handling difficult and stressful situations
- Confidence in handling small amounts of cash

### **Attitude, Aptitude & Personal Characteristics**

- Evidence of being an effective collaborator
- Evidence of taking pride in 'customer' focus, e.g., listening, respecting, responding, and involving
- Evidence of being able to accept feedback in a constructive way.
- Initiative-taking
- Full driving licence with access to a car

### **Other Requirements**

- Able to work operational shifts over a 24-hour period.
- Sickness and attendance record that is acceptable to the company, to be checked at interview.
- Ability to understand and implement the Equal Opportunities Policy at a level appropriate to the job role.
- Ability to undertake training which is appropriate to the service model