

ST ANDREW'S HOSPICE **JOB DESCRIPTION**

Job title : HR Administrator
Department : Human Resources
Reports to / Line Manager : Human Resources Manager
Pay Range : NC2

Purpose of Job

To provide high-quality HR administrative support that enables the Hospice to recruit, support and retain a skilled and compassionate workforce, ensuring the effective operation of HR processes and contributing to the delivery of outstanding care for patients and their families.

Main responsibilities

Recruitment and Onboarding

- To coordinate all administrative aspects of the recruitment process for employees and workers, including advertising vacancies, managing applications and supporting the recruitment process through to appointment.
- To maintain vacancy information across relevant job boards, websites and internal systems, ensuring vacancies are advertised and removed in a timely manner.
- To administer all new starter processes through the HR Information System, ensuring pre-employment checks and onboarding documentation are completed accurately and within required timescales.
- To liaise regularly with recruiting managers, applicants and prospective employees, providing updates on recruitment activity and the progress of pre-employment checks.
- To arrange and monitor all pre-employment checks, ensuring compliance with organisational requirements and relevant legislation.
- To arrange the ordering of uniforms, identification badges and photo ID cards following authorised management requests, maintaining accurate records on the HR system.
- To prepare contracts of employment and associated employment documentation under the guidance of the HR & Payroll Officer, ensuring compliance with legal and organisational requirements.
- To monitor the return of signed contracts and other onboarding documentation, issuing reminders and following up outstanding information as required.

- To monitor completion of induction programmes and associated documentation, escalating any outstanding requirements to the relevant line manager.
- To process and maintain records relating to work experience, student and community placements, ensuring all applications meet organisational requirements.

Payroll Administration

- To provide payroll administration support and assist with the preparation and processing of the monthly payroll in accordance with established procedures.
- To support the HR & Payroll Officer in ensuring payroll information is accurate, complete and submitted within agreed timescales.
- In the absence of the HR & Payroll Officer, to assist with or undertake payroll processing in line with organisational procedures and deadlines.
- To ensure payroll changes, including starters, leavers and contractual amendments, are processed and communicated accurately and within required timescales.
- To process the annual Shiftbase timesheet year-end procedures, ensuring records are accurate and all documentation is completed for the commencement of the new financial year.

Employee Lifecycle Administration (Starters, Changes and Leavers)

- To maintain accurate employee and worker records throughout the employment lifecycle, ensuring all contractual and personal changes are recorded in a timely manner.
- To prepare and issue employment-related correspondence, including offer letters, contracts of employment, probation confirmations, absence correspondence and disciplinary documentation.
- To administer all aspects of the employee and worker leaver process through the HR Information System, ensuring records are updated accurately and in a timely manner.
- To prepare and process leaver documentation, ensuring all relevant information is communicated to payroll for final salary payments, adjustments and production of P45 documentation.
- To coordinate exit interviews for employees, including arranging meetings, maintaining records and communicating relevant information to managers.
- To ensure all employment records relating to leavers are retained and archived in accordance with data protection and retention requirements.

- To process and maintain records of employment reference requests received from prospective employers in accordance with organisational procedures.

HR Systems, Records and General Administration

- To maintain accurate and up-to-date employee and worker records within the HR Information System, ensuring data integrity and compliance with GDPR and organisational policies.
- To input, update and maintain HR information and documentation, ensuring records are current, accurate and retained appropriately.
- To act as a first point of contact for routine HR enquiries, responding appropriately and referring matters as required.
- To answer telephone enquiries and direct calls to the appropriate person or department as required.
- To provide general administrative support to the Human Resources Department, including filing, scanning, photocopying and document management.
- To organise meetings, training events, workshops and other HR-related activities, including arranging venues, invitations and supporting documentation.
- To support the production of HR reports, workforce information and management data as required.
- To use time and resources effectively, regularly reviewing areas of responsibility and highlighting improvements, developments or concerns to the HR Manager.
- To maintain strict confidentiality in all aspects of the role, ensuring sensitive employee, worker and organisational information is handled securely at all times.
- To work in accordance with Hospice values, policies, procedures and relevant employment legislation.
- To undertake any other duties consistent with the nature and grading of the post as reasonably required.
- To support managers and employees with routine HR processes and procedures, providing guidance within the boundaries of the role and escalating complex matters to the HR Manager or HR & Payroll Officer as appropriate.

Management of People

Direct: Nil

Indirect: None

Contacts & Relationships

- Communicate and ensure compliance with agreed procedures relating to human resource policies, regularly reviewing them to ensure they are relevant, workable and satisfy all regulatory requirements.
- To act as a point of reference for all employees, managers and volunteers regarding any administration or HR queries.
- Liaise with line managers, keeping them informed of progress relating to recruitment, retention and leavers.
- Liaise with payroll and occupational health regarding any queries or follow up required during an employee's service.
- Liaise with external providers with regards company property orders, end of service deliveries and data processing, for example: Flowers, Uniforms, and Name Badges and events requirements.
- Regular contact with HR Manager to keep updated to ensure optimum service levels.
- To report to the HR Manager any aspect of the department's activities that should be reviewed or improved to reduce risk and or improve the quality of service.

Resources

- No budgetary control

Person Specification

Qualifications & Training

Essential

- GCSE Grade 5 (or equivalent) in English Language and Mathematics.
- Evidence of good literacy and numeracy skills.
- Commitment to undertaking relevant training and development.

Desirable

- Business Administration Level 2 or Level 3 qualification.
- CIPD Level 3 Foundation Certificate in People Practice (or working towards).
- Additional qualifications relevant to administration, customer service or human resources.

Experience

Essential

- Proven experience in an administrative or office support role.
- Experience using Microsoft Office applications, including Word, Excel, Outlook and Teams.
- Experience handling confidential and sensitive information.
- Experience supporting recruitment, onboarding or people-related administrative processes.

Desirable

- Previous experience in an HR administrative role.
- Experience working within a healthcare, hospice, charity or care environment.
- Experience using HR Information Systems (HRIS).
- Customer service experience involving direct contact with employees, customers or service users.
- Experience supporting payroll administration processes.

Knowledge and Skills

Essential

- Excellent organisational skills with the ability to manage competing priorities and work to deadlines.
- High level of accuracy and attention to detail.
- Strong keyboard and data entry skills.
- Effective written and verbal communication skills.
- Ability to communicate professionally and confidently with a wide range of people.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Good interpersonal and team-working skills.
- Ability to work independently, using initiative whilst recognising when to seek guidance.
- Ability to maintain accurate records and documentation.
- Good problem-solving skills with a calm, logical and methodical approach.
- Ability to use time and resources effectively and prioritise workloads appropriately.

Desirable

- Knowledge of employment legislation and HR best practice relevant to an administrative role.
- Knowledge of payroll administration processes.
- Understanding of GDPR and data protection requirements.
- Knowledge of recruitment and pre-employment checking processes.

Personal Attributes

Essential

- A professional, approachable and customer-focused manner.
- Flexible and adaptable approach to work.
- Commitment to providing a high-quality service.
- Ability to develop and maintain positive working relationships.
- Receptive to change and continuous improvement.
- Demonstrates compassion, empathy and sensitivity to the Hospice environment.
- Ability to work with integrity and discretion at all times.
- Commitment to the values and ethos of the Hospice.

Quality and Values

Essential

- Demonstrates a commitment to delivering high-quality services in an efficient, professional and constructive manner.
- Takes personal responsibility for maintaining high standards of work.
- Contributes positively to service development and continuous improvement.
- Supports an inclusive, respectful and collaborative working environment.
- Acts as an ambassador for the Hospice and its values.
- Ability to occasionally work flexibly to meet service needs.
- Commitment to equality, diversity and inclusion.
- Commitment to maintaining mandatory training and continuous professional development.

General

To maintain confidentiality at all times.

Policies and Procedures – The post holder must carry out his/her duties with full regard to all relevant Policies and Procedures. The post holder will remain responsible and accountable to any professional body and professional code of conduct appropriate to the role.

Other Duties – The duties and responsibilities in this job description are not restrictive and the post holder may be required to undertake any other duties, which may be required from time to time. Any such duties should not however substantially change the general character of the post.

Contribution and Development Review – The post holder should proactively assess his/her own development needs and seek out development opportunities, which will enable enhanced contribution to meet the objectives of the Hospice Business Plan, always following the 'Staff Development and Contribution' process.

Mandatory Training – The post holder must complete and maintain the required level of mandatory training required for the role.

Equality and Diversity – The post holder must carry out his/her duties with full regard to the Hospice's Equality and Diversity Policy.

Health and Safety – The post holder must carry out his/her duties with full regard to the Hospice's Health and Safety Procedures.

The managerial and clinical philosophy of the Hospice is based upon a multi-disciplinary approach. Staff regardless of grade or discipline are required to participate in this concept. The role of volunteers is integral with the work of St Andrew's and paid staff are required to underpin this in their attitude and actions.

All staff must be sympathetic to and able to project the philosophy and concept of hospice care

The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.

St Andrew's Hospice is very much a community and all members of staff are encouraged to support the various social and fundraising events which are part of its day to day life.

An extract from the summary of the Health & Safety at Work Act 1979 stated:-

"Employees at Work: It is the duty of every employee while at work to carry out their work in a manner which is safe and free from risk to the health of himself/herself and other persons who may be affected by his/her acts or omissions. It is an employee's duty to assist and co-operate with his/her employer in complying with any relevant statutory regulations imposed on his/her employer".

This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder. A job description review automatically takes place as part of the Contribution and Development Process.

<u>Signature</u>	<u>Date</u>
Prepared by	
Confirmed by.....	
Received by.....	
Name (Print).....	