

JOB DESCRIPTION

Job Details	
Job Title:	HR Administrator
Grade:	Band 3
Department:	People Team (HR)
Directorate:	People and Services
Reporting to:	iTrent Systems Development Officer
Responsible for:	Delivery of effective and efficient administrative support
Location	Winsley

Job Summary / Main Purpose:

To provide professional, proactive, comprehensive and legislatively (or regulatory) compliant administrative support across the full range of HR activities at Dorothy House. To take initiative within a team environment ensuring seamless, and discreet, delivery of support services, and where applicable, seeking to implement process improvement.

Principal Duties and Responsibilities:

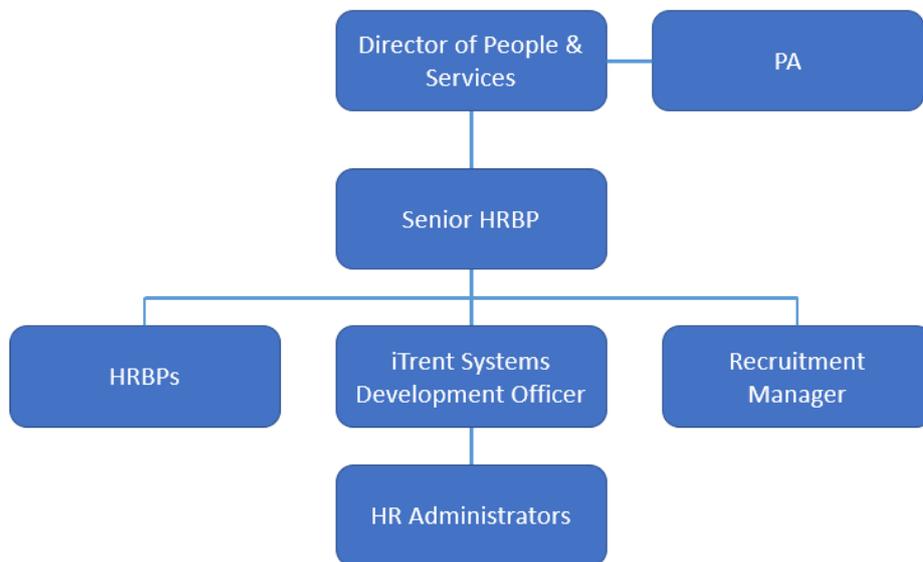
1. Be the first point of contact for HR related queries, passing on any complex enquiries to the relevant HR lead wherever necessary.
2. Administer a wide range of employee related documentation. Key areas of activity are listed below and each team member may take a lead in various activity but support across all activity needs to be seamless.
3. Provide administrative support to departmental projects which may also include research and producing routine reports.
4. Be customer focused ensuring all contact and engagement with customers is professional and supportive.

5. Maintain relevant HR Databases ensuring all employee data is accurate and up to date.
6. Work alongside the HRBPs to co-ordinate and provide support in meetings and take minutes/notes as required.
7. Provide data and prepare information for HR related reports and documents
8. Identify and propose opportunities to improve HR Administration processes and services, optimising available technology wherever possible.
9. Other administrative support to the HR team as required.

Key Support Areas:

- Administration of all key HR processes
- Maintaining Employee Records & HR Systems
- Recruitment & Onboarding New Starters (including pre-employment checks and issuing of employment contracts)
- Continuous Improvement of HR Administrative services and processes
- Day to Day Support across the HR Team

Structure Chart



Contacts

- Members of Hospice staff and volunteers from all disciplines and departments
- HR peers and colleagues

- External candidates and new starters to Dorothy House
- Online Employment Background Checks Service
- Occupational Health and EAP Provider
- Other External organisations (where appropriate)

Special Note

This job description does not form a part of the contract of employment but indicates how that contract should be performed. The job description will be subject to amendment in the light of experience and in consultation with the post holder.

No Smoking Policy

Dorothy House operates a No Smoking Policy for all staff, volunteers and visitors in relation to promoting health except for designated areas. It applies to the Hospice premises and grounds at Winsley, all Dorothy House shops and when staff are on duty in patients' homes

Confidentiality

All of the work relating to patients, carers, donors, staff and volunteers and any other information gained are of a confidential nature and must not be communicated to other persons except in the course of duty.

Safeguarding

Dorothy House is committed to promoting the wellbeing of all adults and children who use our services, ensuring that they live a life that is free from harm, abuse and neglect. We work in an open and transparent way and encourage staff, volunteers, patients and families to raise any safeguarding concerns. All staff should ensure that they are aware of their responsibilities and attend the mandatory training as required.

Health and Safety at Work Act

It is the responsibility of all employees to ensure that the requirements of the Health and Safety at Work Act are complied with safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

Person Specification

Criteria:	Essential	Desirable
<ul style="list-style-type: none"> Good standard of Maths and English 	✓	
<ul style="list-style-type: none"> Excellent computer skills and experience of using Microsoft packages, including Word, Excel, Outlook, PowerPoint, and SharePoint 	✓	
<ul style="list-style-type: none"> Sound experience of using a complex database / IT system (e.g. iTrent) 		✓
<ul style="list-style-type: none"> Experienced HR Administrator with a minimum of 2 years' experience or equivalent working in a busy HR office 	✓	
<ul style="list-style-type: none"> Highly organised and systematic but flexible and able to prioritise workload, work to deadlines and respond flexibly to changing demands 	✓	
<ul style="list-style-type: none"> Excellent verbal and written communication skills with the ability to communicate effectively with a wide variety of people (in-person, telephone and via MS Teams) 	✓	
<ul style="list-style-type: none"> Excellent communication and interpersonal skills (good listening skills, confident dealing with people at all levels, accuracy / attention to detail, keeping calm under pressure / in sensitive situations, and working as a member of a small team) 	✓	
<ul style="list-style-type: none"> Able to be discrete and practice complete confidentiality 	✓	