**HR Administrator**

Position title: HR Administrator

Accountable to: HR Business Partner / Head of HR

Location: Cardiff / Homeworking (hybrid agile platform)

Hours: 35 hours per week (full time)

Salary: P7, Point 4 (£21,145 per annum)

**Job details:**

Reporting to the HR Business Partner and ultimately the Head of HR, the HR Administrator is responsible for delivering pro-active and people focused administrative support to the HR team, and acting as a first point of contact for all staff and volunteer queries.

The post holder will offer responsive, professional and accurate assistance to our people, with the ability to resolve issues raised.

The HR Administrator will sit at the heart of the HR team and will be absolutely key in helping to deliver an effective HR service to the charity, demonstrating exceptional attention to detail to ensure all aspects of the employee and volunteer lifecycle are handled effectively.

**Key duties and responsibilities:**

* Providing general administrative support to the HR team and handling all initial contact to the HR department, including telephone calls and email inboxes, and responding, redirecting or escalating queries as required.
* Maintaining and updating electronic and hard copy personnel record systems containing all employment and volunteering related information.
* Maintaining the integrity of data through regular audit checks, reports and data cleansing.
* Complying with the principles of GDPR and promoting and reinforcing these amongst staff and volunteers to ensure compliance.
* Create and maintain up to date standard operating procedures for HR department processes.
* Supporting the recruitment and onboarding process from end to end, liaising with colleagues across the charity and external suppliers (such as IT support) to ensure a positive experience for new starters.
* Providing administrative support for the engagement of volunteers, including managing volunteer interest and registrations.
* Handling the administration of references, DBS checks and medical forms for staff and volunteers.
* Produce and distribute ID cards for staff and volunteers in a timely manner.
* Administering starter / leaver process including all documentation, induction processes and exit interviews.
* Preparing contracts or contract variation letters e.g. flexible working requests, pay increases etc.
* Supporting the management of attendance, including supporting the occupational health referral process.
* Provide administrative support to the HR team or other St John Ambulance Cymru staff and volunteers in relation to managing employee and volunteer relations issues.
* Supporting the preparation of management information for employee or volunteer data.
* Support the HR team with the development and implementation of key projects as required.
* Maintain own continuous professional development, keeping up to date with relevant changes to HR best practice or employment law.
* Any other duties which are commensurate with the post.

**Person specification**

This is a specification of the experience, skills, etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined above) and forms the basis for selection.

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| **Requirements** | **Essential** | **Desirable** | **Assessment Method** |
| Relevant GCSE / NVQ2 / City and Guilds or equivalent qualification including Maths and English, or equivalent experience. | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form |
| CIPD Level 3 Certificate in HR Practice |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form |
| Current Enhanced DBS Certificate | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form and verification of certificate |
| Skills, knowledge and abilities |
| Experience of working in a complex administrative role within an office environment | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of carrying out elements of HR related work such as recruitment, onboarding, managing attendance etc | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Ability to manage own workload and use initiative | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Ability to work as part of a team | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Strong customer service and interpersonal skills | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Strong written communication skills, including good spelling and grammar | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Strong numeracy skills | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Excellent working knowledge of MS Office including Outlook, Word, Excel, PowerPoint | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Experience of using SharePoint |  | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png | Application form / Interview |
| Respectful of confidentiality and discretion | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Flexibility to work evenings and/or weekends when absolutely necessary | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |
| Commitment to St John Ambulance Cymru values | C:\Users\justine.thorner\AppData\Local\Microsoft\Windows\INetCache\Content.Word\Tick 2-21.png |  | Application form / Interview |