

# Job description

## Job title

HR Shared Service Administrator

## Hours

37.5

## Contract

9-month fixed term

## Role profile and grade

AS30A Grade 1

## Salary

Starting Salary £24,700 with biennial increments

## Location

Central Cheadle Office / Hybrid working

## Reports to

HR Shared Service Advisor

## Type of DBS required

Standard

## Job purpose

To provide timely accurate and effective HR Administrative support to all departments across the Trust, covering but not limited to onboarding, general queries, contractual amendments and maintaining accurate employee records

The post holder will embrace the core values of the Together Trust, which are:

- **Positive** - We take pride in celebrating the difference we make
- **Professional** - We act in a fair and respectable way that recognises our collective expertise

- **Passionate** - We encourage creative ideas and inspire one another
- **Supportive** - We are considerate and caring towards one another.

## Key responsibilities

- Prepare employee files and conduct recruitment checks including obtaining references on all appropriate previous places of employment.
- Ensure all new starters have correct DBS in place and other relevant checks.
- Create letters and contracts for new employees and revision of employment requests from managers.
- Create family leave letters for employees
- Creating employee references for external organisations
- Ensure HR database is current by inputting data regularly and accurately
- Ensure DBS and right to work renewal checks are done in a timely manner before their expiry.
- Ensure all required compliance reports/databases are up to date and accurate
- To build key professional and credible relationships with service managers and employees.
- Deal with queries as and when they arise with a high level of accuracy and customer service and within the agreed service level agreement
- Ensure all relevant information is provided to payroll by the stated deadlines in line with new starters, leavers, and salary amendments.
- Work within HR policies and procedures
- Take responsibility for your own performance and address areas of ongoing development.
- Ensure communication to relevant stakeholders

- To organise your own workload, to ensure all deadlines are met and work within service level agreement timescales.
- Work with the HR Team on projects as and when required and within set timescales.
- Taking minutes in meetings as required
- Ad hoc queries and tasks as required
- Support with the administration of the wider HR and recruitment team
- Use effective communication for timely responses to queries, ensuring high accuracy and excellent customer service within agreed service level agreements.

### Other responsibilities

- Actively engage with the Together Trust's vision, mission and values.
- Promote good practice, equal opportunities, and diversity in all aspects of the role
- Take a participative role in team meetings, share insights and learnings with wider team
- Priorities workload as required.
- Be prepared where necessary to flow to the work requirements and cover colleagues during holidays

### Professional development

Opportunity to gain CIPD Level 3 qualification via the apprenticeship scheme once probation has been passed.

### Standard Requirements for all roles

- **Confidentiality:** Confidentiality/data protection regarding all personal information and Trust activity must be always maintained (both in and out of working hours) in accordance with professional codes of conduct and relevant legislation such as the Data Protection Act. The post holder should ensure that they are familiar with and adhere to all Trust policies and procedures. Any breach of confidentiality will be taken seriously, and appropriate disciplinary action may be taken.

- **Code of Conduct:** Maintain a consistently high standard of conduct and to provide the highest standard of service in accordance with the Trust Code of Conduct for all employees.
- **Equal Opportunities:** Promote the concepts of equality of opportunity and managing diversity Trust wide.
- **Health and Safety:** Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act 1974, paying due regard to health and safety in the workplace and management of risk to maintain a safe working environment for service users, visitors, and employees.
- **Professional standards and performance review:** Maintain consistent high professional standards and act in accordance with the relevant Professional Code of Conduct. Employees are expected to participate in the performance review process.

## Summary


This job Description is an outline of the key tasks and responsibilities of the post, and the post holder may be required to undertake additional duties appropriate to the pay grade. The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development needs of the post holder.

## Person specification

You will need demonstrate the extent that you have the necessary requirements for this role. Please use examples in your application how you match the criteria in the person specification and your experience of the responsibilities outlined for the role.

	Essential	Desirable
<b>Education, qualifications and training</b>	GCSEs (5 A-Cs or equivalent including English and Maths)	
<b>Experience and skills</b>		Experience within Education, Social Care, or charity sector

	<p>Experience of being in a customer focused environment</p> <p>Experience of working in an environment where you have to deliver against service level agreements</p>	<p>Experience of working in HR</p> <p>Experience in an office environment/ similar or related role</p>
<b>Knowledge and understanding</b>	<p>Excellent verbal and written communication skills and organisational skills</p> <p>Good level of computer literacy including all Microsoft Office Applications and competent user of Excel</p> <p>Able to work to deadlines and prioritise own workload</p> <p>Experience of working in a fast-paced environment</p> <p>Is customer focused, responsive, and co-operative with customers Is pro-active, enthusiastic, and self-motivated</p> <p>Is adaptable to change</p>	
<b>Other</b>	<p>Able to maintain confidentiality in accordance with Data Protection</p> <p>Is enthusiastic and has a want to develop in role</p>	



Applications are welcome from all regardless of age, disability, marriage or civil partnership, pregnancy or maternity, religion or belief, race, sex, sexual orientation, trans status or socio-economic background. We are committed to making reasonable adjustments for disabled people. We positively encourage applications from those with lived experience.