

**Job Title: HR & Payroll Assistant**

**Job Purpose:**

Provide an effective and efficient HR and payroll administration service to the Organisation ensuring compliance with policies, procedures and HR best practice.

Act as the first point of contact for HR related queries from employees and external contacts.

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| **HR & Payroll Administration** |
| 1. Provide an HR administration service encompassing all elements of employee life cycle: recruitment campaign, starter, change and leaver documentation including the preparation of new starter paperwork and employee reference checks. Prepare all documentation for employees relating to contract and salary changes, maternity and other types of leave in line with current legislation and Organisation policies. 2. Ensure accurate maintenance of HR records and development of HR processes to continually improve management information. Provide MI such as absence, timekeeping, staff turnover. 3. Deal with staff queries on policies or procedures and act as the first point of contact for all HR related matters. 4. Provide administrative support in employee relation meetings. Prepare outcome letters for formal meetings including disciplinary and grievance letters. 5. Liaise with Organisation’s external employment law, HR and health & safety advisors ensuring relevant advice is shared with the senior management team and implemented. 6. Manage absence in line with the absent management policy and address issues accordingly. 7. Assist with processing of payroll. 8. Ensure compliance with GDPR and maintain confidentiality of employee information and Organisation’s data. 9. Provide an efficient, professional and friendly service to all staff, service users and customers including the discreet and diplomatic handling of incoming calls and e-mails. |

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| **Personal Accountability** |
| 1. Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication to include constructive feedback for self and colleagues. 2. Pro-active ownership of all tasks to ensure efficient running of HR administration. |

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| **Project Work** |
| 1. Undertake ad-hoc projects as directed by Line Manager from time to time. |

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| **Additional Requirements:** |
| 1. Attend all training courses as directed by Line Manager and be responsible for maintaining and improving own knowledge and skills through experience and training. 2. Adhere to Apuldram’s Policies and Procedures. 3. Willingness to work flexibly in order to meet the needs of the service. 4. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service. 5. Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers, trainees and colleagues. |

**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to GCSE Grade C or equivalent. Strong IT skills including confidence in using a variety of MS Office applications, e.g., Excel, Word, Outlook. | Accreditation in MS Office applications  Recognised HR qualification (e.g., CIPD Level 3 or equivalent), QBE |
| Demonstrable experience with HR procedures and knowledge of general HR policies. |  |
| Professional telephone manner, ability to respond to queries and to initiate contact. Good interpersonal skills |  |
| Ability to work unsupervised and to use own initiative. Well organised with demonstrable experience of task prioritisation, accuracy and effective time management. | Previous experience of lone / remote working |
| Commitment to continuous learning, training and professional development |  |
| Friendly and engaging personality  Strong customer service skills  Can-do attitude |  |
| Able to work flexibly | Full driving licence and car owner |

**Key Competencies Required for the Role:**

* Ability to work on own and as part of a team
* Numerate and accurate
* Excellent administrative and organisational skills
* Ability to communicate effectively with a range of people using interpersonal and influencing skills
* Conflict management and problem solving
* Diligence (understanding regulations and ensuring that procedures are followed accurately)