

Queenscourt Hospice Role Description	
Post:	HR and Volunteering Administrator
Reportable to:	HR & Volunteering Manager
Accountable to:	Corporate Services Director

Role summary:

Working closely with the Head of HR & Volunteering, HR & Volunteering Manager, HR Advisor and other members of the HR and Volunteering Team to provide a high quality, proactive, responsive and professional HR and volunteering service by coordinating all HR and Payroll administrative duties commensurate with the post.

Main Duties and responsibilities

Recruitment of Paid Staff

1. Prior to a vacancy being advertised, work with the recruiting manager to ensure the job description is fit for purpose and amend/update as advised.
2. Ensure the Web and IT Co-ordinator is notified of the vacancy and provide the necessary information to host the vacancy on the website.
3. Liaise with external advertising agencies such as NHS Jobs; Local, regional and national papers; professional journals; advertising websites to book advertising space.
4. Prepare copy for external advertising when appropriate which includes website and papers/magazines.
5. Receive all applications for advertised vacancies and file appropriately. Upon the vacancy closing, the post holder will prepare shortlisting packs.
6. Following the shortlisting process, the post holder will invite to interview the candidates who were successful at application stage and notify the unsuccessful candidates in writing.
7. Working with the recruiting manager, agree interview questions and prepare the interview packs.
8. Book rooms as required and facilitate the interview process including any planned assessments of the candidates.
9. Prepare an 'offer subject to satisfactory clearances' letter for the successful candidate(s) and notify unsuccessful candidates in writing.
10. Carry out an extensive pre-employment check, liaising with external agencies and internal managers.
11. Ensure appropriate documentation is retained from each stage of the process in line with Queenscourt's Recruitment Policy; external agency auditing requirements e.g., CQC; current employment legislation and data protection legislation.
12. Set up a personnel file for the prospective employee.
13. Close the vacancy in line with point 11 above.

Recruitment of Volunteers

14. Undertake the administration of the full recruitment cycle which includes sending out application forms, obtaining references and clearances as appropriate; writing letters, preparing ID Badges and creating personal record cards.
15. Carry out DBS checks and liaise with external partners to create honorary contracts as required.
16. Schedule and carry out interviews of prospective volunteers.
17. Scheduling and carrying out inductions completing appropriate documentation for retention on personal volunteer files.

18. Schedule the Corporate Induction and invite volunteers to attend as and when required.
19. Ensure changes to volunteer personal details are updated in a timely manner on the volunteer database, personal record cards and in the volunteer rota folder.
20. Gather information in preparation for production of the monthly volunteer newsletter. Produce and send out the newsletter using MailChimp.
21. Manage volunteer rota's as required by checking volunteer availability and ensuring all duties are covered as requested.
22. Attend local schools, colleges, groups and businesses as and when required to provide information on Queenscourt and our volunteering opportunities.
23. Maintain good relationships with our Retail colleagues to ensure a regular flow of information is received and provided to the shops and our records updated accordingly, in particular, start dates, leaving dates and adequate paperwork on file.
24. Prepare leavers letters and thank you letters as and when required. Ensure new starter and leavers dates are recorded appropriately.
25. Produce long service award certificates annually for those volunteers who have reached 10+ years' service.

Human Resources

26. Provide low level advice and administrative assistance to managers and HR colleagues on employee relations matters e.g., interpreting policies and procedures for managers; providing absence reports; signposting to template documents; completing documents or letters using pre-designed templates
27. Provide administration support to any job evaluation that is undertaken
28. Minute taking at meetings as required
29. Assist in the facilitation of the Corporate Induction for staff and volunteers
30. Ensure the personnel filing system, both paper and electronic, is kept up to date and all appropriate documentation is retained accordingly
31. Network with other organisations and external agencies as appropriate such as hospices and employment law specialists to ensure commitment to achieving best practice working
32. Prepare contracts of employment and amendment to contracts for all staff as required using pre-drafted templates. Working closely with managers to agree salaries/changes and ensuring an audit trail is retained with sign off from the appropriate Director
33. Monitor end dates for temporary contractual changes and alert the Manager
34. Produce a suite of reports from the HR System, CIPHR, on a daily, monthly, quarterly and annually basis in relation to absence, payroll, governance for use both internally and externally. Working closely with the HR Advisor to provide HR information for analysis
35. Prepare annual leave entitlements for staff and answer queries

Payroll

36. Ensure all incremental pay increases have been applied prior to running payroll
37. Review previous months absence. Ensure any open absences that cross over into a new month are closed and a new continuous absence is opened in the new month. Complete by 12th of the month
38. Ensure all necessary contractual payroll changes, including starters and leavers, are completed by 12th of the month. Ensure appropriate copies and records are kept on personnel files
39. Monthly Hours Returns will be received in HR from line managers by 4th of the month. Ensure paper and electronic copies are stored and available for input by the Finance Officer by 5th of the month
40. Mileage claim forms will be received in HR by 4th of the month. Ensure these are stored and available
41. Run a report in CIPHR on 'allowances' to review before running payroll. Check accuracy appropriately and available for input by the Finance Office by 5th of the month.
42. Maintain an excellent working relationship with PBS payroll and QCH Finance, liaising appropriately as and when required to deal with queries

43. Support the QCH Finance Officer as required with checking payroll output before approval by the Payroll Officer.
44. Assist in providing answer to payroll queries from employees, passing on to the Finance Officer or HR Advisor as needed.

Volunteering

45. Keep a training matrix up to date and work with the HR Volunteering Manager to identify training needs for each volunteer role.
46. Assist in facilitating training as and when required, in particular, the Corporate Induction event.
47. Assist the HR & Volunteering Manager in the design and content of appropriate training events.
48. Ensure the content of the Volunteer Notice Board is current and regularly updated.
49. Collate data for analysis for the HR & Volunteer Manager as and when required.
50. Ensure the Harlequin database of volunteer records is accurate and kept up to date.
51. Attend networking events as requested by the HR & Volunteering Manager.
52. Design invites and flyers as and when required.
53. Assist the HR & Volunteering Manager in the organising of the annual Volunteer Thank You event.
54. Provide low level day to day supervision of the day reception volunteers and other Hospice based volunteers, escalating any issues to the HR & Volunteering Manager

Other

55. Understand and comply with the policies and practices of Queenscourt
56. To participate in an annual development and review process
57. To attend statutory training in accordance with Queenscourt requirements
58. The post holder must familiarise themselves with matters relating to health and safety management as they affect them personally and/or Queenscourt, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. The post-holder must use all equipment provided to undertake their role safely
59. Behave at all times with complete integrity, respect and professional dignity ensuring their actions enhance the reputation of themselves and the charity
60. Any other duties commensurate with the grade and post

NOTE:

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – HR and Volunteering Administrator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> • Must have level 2 in literacy and numeracy or equivalent experience. • IT Qualification e.g., ECDL or CLAIT or equivalent experience of regular use of IT at a minimum of intermediate level 	<ul style="list-style-type: none"> • Further study in relevant subject • Associate CIPD 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> • Previous experience in a fast-paced administrative role • Previous experience of providing HR and/or recruitment administrative support • Experience of using database systems and running reports from said system. • Experience of using the full Microsoft Office suite 	<ul style="list-style-type: none"> • Experience of using a HR or volunteering database such as CIPHR or Harlequin • Previous experience of working in a payroll setting • Experience of working with volunteers and/or within a voluntary/charitable organisation • Experience of working in a health care setting • Experience of recruitment and/or induction • Experience of using MailChimp 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> • Ability to stay calm under pressure and manage conflicting changing demands. • Good literacy and numeracy skills • Excellent communication and influencing skills. • Ability to establish and maintain good working relationships at all levels, both internal and external • Exceptional organisational and prioritising skills • Ability to work with a methodical approach. • Strong IT skills 	<ul style="list-style-type: none"> • Knowledge of Employment Legislation • Coaching and mentoring skills • An understanding of Palliative Care and/or the Hospice movement 	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers		References Interview
<u>Disclosure and Barring Service (DBS)</u>	This post is subject to a standard disclosure and barring check		