

Queenscourt Hospice Role Description	
Post:	HR Administrator
Reportable to:	Head of HR and Volunteering
Accountable to:	Corporate Services Director
Grade:	Band B

Role summary:

With experience of working within a fast-paced administrative role, you will be working closely with the Head of HR and Volunteering, HR Advisor and Senior HR Administrator to provide a high quality, proactive, responsive and professional administrative service. The HR Administrator will have strong IT knowledge and exceptional organisational and prioritising skills with the ability to manage conflicting and changing demands.

Main Duties and responsibilities:

Recruitment

1. Assist with the recruitment process in preparing shortlisting and interview packs as appropriate.
2. Assist with external advertising when appropriate which includes website and social media.
3. Receive and process applications for advertised vacancies and file appropriately.
4. Assist in inviting successful application candidates to interview and notifying the unsuccessful candidates in writing.
5. Assist in working with the recruiting manager, agree interview questions and prepare the interview packs.
6. Book rooms as required and facilitate the interview process including any planned assessments of the candidates.
7. 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.
8. Set up a personnel file for the prospective employee.

Human Resources

9. Provide low level advice and administrative assistance to managers and HR colleagues by providing absence reports; signposting to template documents; completing documents or letters using pre-designed templates.
10. Minute taking at meetings as required.
11. Assist in the facilitation of the corporate Induction for new staff.
12. Ensure the personnel filing system, both paper and electronic, is kept up to date and all appropriate documentation is retained accordingly.
13. Work closely with the Senior HR Administrator to 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.
14. Assist in the preparation of annual leave entitlements for staff and answer queries.

Payroll

15. In the absence of the Senior HR Administrator assist the HR Advisor with payroll changes, including starters and leavers ensuring they have been applied prior to running payroll.
16. Ensure absences are recorded and updated in a timely manner in line with the payroll deadlines.
17. Ensure appropriate copies and records are kept on personnel files.
18. Ensure paper and electronic copies of all paperwork are stored and available for input by the Senior HR Administrator to the pay run in line with the payroll deadline.
19. Assist in providing answer to payroll queries from employees, passing on to the Finance Officer or HR Advisor as needed.

Ad hoc

20. On occasion, provide administrative support in the Volunteering team as and when required such as at the Thank You event and covering absences in the team.
21. On occasion and when capacity allows, provide admin support to other teams within the corporate services directorate.

Policies and Procedures

22. Understand and comply with the policies and practices of Queenscourt Hospice.
23. Participate in an annual development and review process. (
24. Attend statutory and mandatory training in accordance with Queenscourt requirements.

Health and Safety

25. 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 Queenscourt's Health and Safety policy and procedures. Staff must use all equipment provided to undertake their role safely.

Other

26. Maintain absolute confidentiality in all areas of work.
27. Behave at all times with complete integrity, respect and professional dignity ensuring actions enhance the reputation of themselves and Queenscourt.
28. Make a positive contribution to the organisation and champion the values and mission of Queenscourt Hospice through all aspects of your work.
29. Any other duties commensurate with the grade and post.

NOTE:

This document does not attempt to describe all the tasks to be performed, but indicates the degree of authority, responsibility and discretion required. It will be open to periodic review and as a result, alterations and additions may be made.

Person Specification – HR Administrator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
Qualifications	<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 	Application Form Certificates
Experience	<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 systems • Experience of using the full Microsoft Office suite 	<ul style="list-style-type: none"> • Experience of using a HR database such as CIPHR • Previous experience of working in a payroll setting • Experience of working in a health care setting • Experience of recruitment and/or induction • 	Application Form Interview References
Skills & knowledge	<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
Personal Qualities	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

Disclosure and Barring Service (DBS)	This post is subject to a standard disclosure and barring check
---	---