



## **JOB DESCRIPTION**

### **A BASIC DETAILS**

<b>JOB TITLE:</b>	Human Resources Administrative Support
<b>LOCATION:</b>	Newlon House, Hale Village, N17
<b>SALARY:</b>	£32,759.05 per annum (plus eligibility to earn up to 5% performance bonus)
<b>REPORTING TO:</b>	Head of Human Resources Operations
<b>RESPONSIBLE FOR:</b>	No staff reporting to this post

## B MAIN OBJECTIVES

- To support Newlon’s business objectives and values by providing an efficient and customer focused administration service covering all areas of Human Resources taking instructions from the Head of HR Operations and supervision on a day to day basis from the Senior HR Advisor.
- To ensure equality diversity and inclusion in the delivery of HR administrative support.
- To support a culture of customer focus and excellence by taking ownership of areas of service delivery.

## C SPECIFIC TASKS AND RESPONSIBILITIES

<u>Key Tasks and Responsibilities</u>		<u>Performance Standards</u>
1.	<b>HR Email Inbox</b> - To provide managers and staff advice on basic conditions of service and Newlon policies	<ul style="list-style-type: none"> <li>• First point of contact for HR queries</li> <li>• Keep Customers informed</li> <li>• Triage to relevant team member and inform customer whom is dealing</li> <li>• Timely and accurate advice provided to managers and staff on basic conditions of service and Newlon’s policies and procedures</li> </ul>
2.	<b>Benefits</b> package managed, communicated and regularly checked for accuracy of terms	<ul style="list-style-type: none"> <li>• Any existing packages monitored, reported on and kept up to date</li> <li>• Enquiries regarding benefits are responded to in accordance with Newlon customer service standards</li> <li>• Renewals are researched and contribute to reports to TET for approval</li> <li>• Benefits packages are monitored for usage and regular usage reports generated for reporting</li> <li>• Recommendations for removal or addition of any benefits is presented to the Head of Human Resources Operations</li> <li>• Communication of benefits to staff is done throughout the year</li> </ul>

	<u>Performance Standards</u>
<p><b>3.</b>     <b>Data, information and systems</b> management - To maintain and update HR databases, be a super-user and assist in training new users</p>	<ul style="list-style-type: none"> <li>• Make sure Human Resources information held is maintained and up-to-date and any gaps resolved</li> <li>• Electronic filing is up-to-date</li> <li>• Be proficient at database administration to assist in changes and setting up new processes/workflows</li> <li>• Accurate and timely support and advice provided to managers and staff regarding the data and systems they are permitted to access</li> <li>• All information and documents (electronic &amp; paper) are stored securely and processed in accordance with internal policies and the requirements of the Data Protection Act &amp; GDPR</li> <li>• HR databases are kept up to date</li> <li>• Database workflows/processes set up and modified as required by the Head of HR Operations</li> <li>• Database trouble-shooting carried out as required by the Head of HR Operations</li> <li>• Database training provided to new starters and existing staff</li> <li>• Reports on salaries, sickness, turnover, diversity and other key indicators produced as required by the Head of HR Operations</li> <li>• Key departmental spreadsheets kept up to date and any issues resolved</li> <li>• Support provided to Head of HR Operations on introducing new systems and software and implementing improvements</li> </ul>
<p><b>4.</b>     <b>Pay and Reward</b> - Carry out payroll administration monthly</p>	<ul style="list-style-type: none"> <li>• Starter and Leavers process followed to completion for every starter and leaver</li> <li>• Payroll information is accurate and checked</li> <li>• All data to perform monthly payroll is available to deadlines</li> <li>• Work with the Payroll Team to ensure payroll deadlines are met</li> </ul>

<b><u>Key Tasks and Responsibilities</u></b>	<b><u>Performance Standards</u></b>
<p><b>5. Recruitment &amp; Onboarding</b> To carry out recruitment administration to provide a quality service to managers and prospective candidates</p>	<ul style="list-style-type: none"> <li>• Support HR Advisor during busy periods and absences to ensure that the recruitment process is successful for recruiting managers and candidates and the policy and procedures are followed with timescales met and within legislation</li> <li>• All communications are in accordance with agreed timescales supporting the employer brand</li> <li>• Starter process followed and completed for every starter in line with our internal process</li> <li>• Letters, contracts &amp; all supplementary documentation and information provided to new starters in advance of start date</li> <li>• Carry out new starter inductions on first day of employment (Share with HR colleagues)</li> </ul>
<p><b>6. Performance Management</b> Provide administrative support for the Human Resources function</p>	<ul style="list-style-type: none"> <li>• Outstanding information chased which includes Fit notes, RTW forms and ensuring all open absences are up to date</li> <li>• Relevant documents are distributed, scanned &amp; filed</li> <li>• All information required for reporting is up-to-date and accurate</li> <li>• Work with Head of HR Operations checking receipt of PRP forms, checked for completeness ready for payment in relevant payroll month</li> <li>• Assist with setting up meetings relating to Newlon's disciplinary, capability and performance management processes (including investigations, hearings, appeals) and keeping to required timescales</li> </ul>
<p><b>7. Learning &amp; Development</b> Support the HR Advisor in delivering all learning and development activities.</p>	<ul style="list-style-type: none"> <li>• Support HR Advisor in arranging Learning and Development events</li> <li>• Assist in arranging the Corporate Induction</li> </ul>

<b><u>Key Tasks and Responsibilities</u></b>		<b><u>Performance Standards</u></b>
<b>8.</b>	<b>Customer Care</b> Demonstrate values of customer focus, service excellence and efficiency in all aspects of the role	<ul style="list-style-type: none"> <li>• Service requests always responded to accurately and in timely fashion, and customers kept informed</li> <li>• Being clear to customers and others about what can be done and when it can be done by</li> <li>• Checking you got your work right</li> <li>• Behaviours of customer focus, problem solving, taking ownership and working with others demonstrated in day to day activities</li> <li>• Standards for service met</li> <li>• Work with the HR team to achieve our customer satisfaction target</li> <li>• Provide cover for HR Advisors when appropriate</li> <li>• Treating customers with empathy and respect</li> </ul>
<b>9.</b>	<b>Internal communications</b> To support strong internal communications that promote Newlon's culture and employer brand	<ul style="list-style-type: none"> <li>• Provide backup service for Staff Forum which will include agenda setting, paper circulation, minute-taking carried out to agreed standards and timetables</li> <li>• All communications with staff and Board members are clear and well written, and reflect Newlon's key messages and employer brand as appropriate to the audience</li> </ul>
<b>10.</b>	<b>Legislation &amp; HR Best Practice</b>	<ul style="list-style-type: none"> <li>• Keep own knowledge of employment law and best practice up-to-date and relevant</li> <li>• Keep track of changes of legislation and good practice that may affect the organisation</li> <li>• Contribute to the team to ensure that all HR policies and procedures are up-to-date and comply with the law and best practice</li> </ul>
No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.		

**Confidentiality** - owing to the nature of the work, the postholder must ensure complete confidentiality is maintained at all times. On no account may staff related issues be discussed with anyone other than the individuals entitled to that information. The HR Manager or Assistant Director People must be consulted if there is any doubt regarding access to confidential information before such information is disclosed.