



# barcud

## Job Description

### HUMAN RESOURCES ADMINISTRATOR

All criteria are **Essential** unless indicated otherwise

**Reports to:** Senior HR & Payroll Officer

**Responsible for:** N/A

**Overall Job Purpose:** To provide administrative support ensuring a high quality customer focused service to Barcud's Group HR function. The HR Administrator proactively manages all HR queries across all communication channels and works with managers where necessary on escalations.

#### Key Responsibilities –

##### General Administration:

##### Post & Reception duties

- Be the first point of contact for telephone, post, e-mail and in person enquiries from employees and external organisations.
- Opening, logging and distributing post.
- Receiving deliveries and informing relevant officer to collect, or organising delivery to relevant office.
- Carry out regular stock taking to ensure there is sufficient stationery, Uniform and refreshments.

##### General HR and payroll administration

- Assist with answering general employee queries regarding HR policies, procedures, company benefits, leave and terms and conditions.
- Monitor HR, Recruitment and absence e-mail inbox and telephone absence line and inform managers accordingly.
- Record sickness absence and leave requests in iTrent
- Attend and service meetings e.g. hearings and investigations, including arranging times, booking venues and providing refreshments.
- Prepare Agenda, take minutes and circulate papers for internal meetings (Colleague Forum, OMT & HR Team, investigation meetings, hearings).

- Maintain confidential records including personal details and ensure their secure storage manually and electronically – according to Audit and legislative requirements.
- Support in the accurate co-ordination of a bi-monthly HR update to Leadership and Board
- Understand and manage the administration of a number of HR processes including DBS checks and references.
- Handle any administrative duties in relation to reporting and record-keeping from functions across Barcud's services.
- Provide administrative support for monthly payroll processes, ensuring all travel and subsistence forms and receipts are scanned and uploaded to payroll folder for processing.
- Upload HR related invoices and generate Purchase Order numbers on the finance management system (Civica)
- Undertake miscellaneous duties such as photocopying, filing, assistance with project work.
- Manage HR communication and escalate where appropriate
- Update Employee Review and Probationary spreadsheets and remind managers when reviews are due.
- Prepare sickness report and ensure all Return to Work forms are received up to date on staff folders and recorded correctly on iTrent

## **Training**

- Assist the Training section as and when required e.g. booking venues, liaising with providers, preparing documentation when necessary and evaluate feedback;
- To co-ordinate, record and update training records on individual personnel files and spreadsheets.
- Maintaining training related databases uploading new starters/deleting leavers, and producing reports.
- Co-ordinate the learning from exit interviews

## **Recruitment**

Co-ordinate recruitment process for the Barcud Group as follows:

- Ensure vacancy has been approved by Senior Management to be filled/replaced.
- Prepare job adverts for internal and external advertisement.
- Set closing date and interview dates based on availability of Interviewing Panel.
- Book Interview Panel and Interview Room through outlook
- Ensure JD & PS are up to date for the post and prepare Matrix form
- Monitoring Recruitment e-mail inbox for applications and file accordingly along with applications received in the post.
- Forward all applications to the Interview Panel on the closing day along with Matrix scoring sheet.
- Organise interviews and send invitation letter to successful candidates.

- Inform unsuccessful candidates. Monitor where advertisements are placed to attract necessary candidates.
- Prepare interview packs for recruiting managers.
- Liaise with recruiting managers to prepare interview questions
- Request references for the successful candidate and liaise with relevant HR Officer.
- Ensure all relevant information is transferred to successful candidate's file.
- Support the onboarding process

### **HR and Payroll management systems**

- Provide administrative support to a range of HR projects, looking for improvements to our processes and procedures e.g. when new systems are implemented.
- HR System management and data base reporting.
- Support and update HR systems, strategies and processes, undertaking a range of administration tasks as delegated by the Senior HR & Payroll Officer, Assistant Director of HR and Communications and Director of People and Insights.
- Keep Employee Self Service systems up to date with policies, news and other relevant information.
- Support employees with Employee Self Service related queries and make adjustments when necessary.

### **Occupational Health**

- Liaise with the OH provider to ensure that all Operatives' health checks are up to date. .
- Co-ordinate appointments for Operatives and other Employees to see the OH Nurse.
- Manage all certificates and paperwork in employees' files and refer to appropriate Manager.
- Ensure HR Team is aware of any recommendations from OH provider as appropriate.

### **Lone Workers**

- Ensure that all employees classed as lone workers have filled out a registration form with all the details required.
- Register all lone working employees/managers with the 'Lone Working' external provider.
- Train lone working employees and managers on how to use the system provided by the external provider.
- Monitor the register and keep information up to date for all lone working employees.

### **People**

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Group to ensure effective delivery to the agreed service standards and targets.

### **Corporate**

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Group's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Group and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Group's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.
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*This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.*



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## Personal Specification

### HUMAN RESOURCES ADMINISTRATOR

This person specification details the experience and skills for the position of Human Resources Administrator at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

#### Qualifications:

- A minimum of 3 GCSEs or equivalent at Grade C or above to include Welsh and English.
- Working towards CIPD qualification (D)

#### Experience:

- Have good written and verbal communication skills.
- Ability to demonstrate experience in a similar administrative/business support role working at pace and with high volume.

#### Knowledge/skills:

- Proficient in the use of the Microsoft Office package.
- Excellent communications skills
- Competent use of e-mail and electronic diary.
- Ability to learn quickly and use initiative.
- Strong organisational skills and methodical approach to work.
- Effective time management skills.
- Accuracy and attention to detail.

#### Communication skills:

- The ability to communicate well verbally and in writing in both Welsh and English.
- Good telephone and face to face communication skills.

- Ability to communicate effectively in writing.
- Confidence to deal with people and build strong working relationships.
- Ability to undertake work in a confidential manner

**Personal Qualities:**

- Capable of working to busy schedules.
- Capable of using own initiative and working unsupervised.
- A team player.
- A strong commitment to high quality customer service.
- Adopts a flexible approach to the requirements of the job.
- Adapts positively to change

