Job: **HR Services and Learning and Development Administrator**

Salary: **£20,073 – £25,073 per annum**

Reports to: **HR Services Team Leader**

Location: **Black Country House**

Main purpose of post

To be an integral part of the HR Team to deliver a proactive administrative HR service, which exceeds our customers' expectations, as well as contributing to our HR strategy of providing service excellence to the organisation.

Main Duties and Responsibilities

- To manage daily administration tasks across all HR and Learning & Development subjects as requested.
- To carry out the administration of new initial recruitment administration and on-boarding of new employees including but not limited to; creating personnel files, offer letters, contracts of employment and all associated pre-employment activities ensuring service levels are always maintained and ensure audit controls are monitored so that all associated paperwork is received back into HR.
- To support as required the administration of all training and development within the Trust, including liaising with all external & internal training providers, organising venues, materials & catering.
- Supporting process and end user compliance by adopting a proactive approach to customer service via phone and email and proactively escalating any issues to the relevant Regional HR Service Adviser.
- To support the administration including E-learning for new starters/movers and volunteers including the information delivery to other Central Services departments such as ICT and Payroll to ensure the employee is processed in the most efficient way and monitoring to ensure mandatory training is completed within timescales
- Ensuring new starter packs are prepared at all times and that HR stationery requirements are met.
- Coordinate the archiving process and ensure personnel files are up to date with the necessary new starter paperwork and relevant key audit compliance indicators .
- To oversee any DBS renewals within the organisation.

- Administration of the One Trust Awards employee recognition scheme ensuring payroll is informed and certificates are processed.

- Raising and co-ordinating all requisitions arising from learning & development and HR suppliers.

- To accurately input data such as pre-employment and course details into Business World ERP system. Maintain learning & development data and pre-employment data in Business World ERP system and other supporting systems and as directed maintain filing systems, databases and personal staff files, and assist in the input of data to the computerised personnel information system .

- Support with office post management as required.

- To assist in any ad hoc exercises or projects identified as appropriate within the department.

- Manage the end to end employee lifecycle process for bespoke projects and all associated administration and process review where necessary whilst ensuring adequate knowledge transfer within the HR team is facilitated.

- Maintain and review the HR processes handbook as necessary.

- To work with the Commercial Payroll Services business unit in (potentially) developing further the HR offering to external organisations, through Shaw Trust services.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.

2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.

3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.

5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.

6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.

8. To report to line manager, or other appropriate person, in the event of awareness of bad practice.

9. Recycle and manage energy within your environment.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Personal Specification

Job Title: HR Services and Learning and Development Administrator

(E = Essential D = Desirable)

SKILLS AND CORE COMPETENCIES
Technical competency (qualifications and training)
Experience ▪ At least 2 years previous administrative experience **(E)** ▪ Excellent IT skills with a sound working knowledge of Microsoft Office software including Word, Excel, PowerPoint and Outlook **(E)** ▪ Previous experience of working in a human resource/personnel/training department **(D)** ▪ Experience of buddying individuals such as apprentices **(D)** ▪ Positive attitude to disability and understanding of related issues **(D)** ▪ Working towards, or having completed the CIPD or equivalent level Qualification **(D)**
Skills and Attributes ▪ Customer Service focussed **(E)** ▪ Proactive with a 'can do' attitude **(E)** ▪ Ability to provide an effective and efficient administrative service **(E)** ▪ Ability to work as part of a team and on own initiative **(E)** ▪ Good organisational skills, ability to prioritise workload and work to tight

deadlines **(E)** ▪ An adaptable and flexible approach **(E)** ▪ Accuracy and attention to detail **(E)**
Personal qualities, communicating and relating to others ▪ Good interpersonal skills with the ability to relate to people at all levels**(E)** ▪ Good verbal and written communication skills **(E)**
Safeguarding ▪ Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults**(E)** ▪ This post requires a DBS check at a Basic Level **(B)**
Other ▪ Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**