

Job: **Apprentice HR Administrator**

Salary: **£18,203 - £20,703**

Job level: **Organisational Support (level G)**

Reports to; **HR Services Manager**

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

We need an Apprentice HR Administrator to work as part of the HR Team, assisting with general administrative processes, as well as being developed to support in more HR specific activities. The post holder will also have the opportunity to gain a recognised qualification in Business Administration.

We are looking for someone who wants to pursue a career in HR; someone who embraces change, has a charitable heart with a commercial edge, and will be willing to learn and collaborate with others.

### **Are you right for the job?**

- Are you able to complete administrative tasks with awareness given to accuracy, confidentiality and timeliness?
- Do you enjoy working to deadlines?
- Do you motivate people, work well in a team and stay focused under pressure?

## Personal Specification

**Job Title: HR Services & L&D Administrator**

(E = Essential D = Desirable)

### SKILLS AND CORE COMPETENCIES

#### Technical competency (qualifications and training)

- GSCE level English & Maths (C and above) **(D)**
- Willing to work towards a Certificate in Business Administration **(E)**
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#### Experience

- Good organisation skills **(E)**
- Excellent IT skills with a sound working knowledge of Microsoft Office software including Word, Excel, PowerPoint and Outlook **(E)**
- Positive attitude to disability and understanding of related issues **(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)**
- Enthusiast and motivated individual **(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 Criminal Records Bureau disclosure at a Basic Level

#### Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**

## **Main Duties and Responsibilities**

- With support, manage daily administration tasks across all areas of HR as requested
- To work with the HR Service Centre team 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
- 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
- Ensuring new starter packs are prepared at all times and that HR stationary 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
- With support, to oversee any DBS renewals within the organisation
- Administration of the employee recognition scheme ensuring payroll are informed and certificates are processed
- Raising and co-ordinating all requisitions arising from HR suppliers
- To accurately input data, such as pre-employment information into iTrust. Maintain all data in iTrust 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
- 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
- With support, maintain and update the HR processes handbook as necessary

## Other

- To undertake any further training as identified in the Shaw Trust review procedures.
- Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
- 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.
- 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.
- 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.
- 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.
- Be aware of, promote and implement Shaw Trust's Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- 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.

