

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
HR Services Officer	HR Services Team Leader	HR Services	People Plus	H

<p><b>Job Purpose:</b></p> <p>Take responsibility and ownership for all aspects of HR and recruitment administration, ensuring high levels of service and working to continually improve processes. Provide responses to telephone enquiries and correspondence to ensure these are then actioned and that strong relationships are maintained with our customers.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. First point of contact for all email, telephone and face-to-face HR, Recruitment and Learning & Development queries from our internal and external customers and ensuring that these're dealt with promptly and efficiently.
2. Responsible for all HR administration activities associated with the employee life-cycle, creating and improving templates and processes where approved and requested.
3. Responsible for maintaining all HR systems and the integrity of the employee data held within these systems in line with company procedures.
4. Manage the monitoring and progression of level 1 & 2 absence due to sickness and to provide first line advisory support to managers regarding process, documentation and formal meeting outcomes.
5. Work collaboratively with Payroll and Reward to ensure that information is shared and employee records are current and accurate in line with instructions from the wider people team and business.
6. Provide appropriate administrative support across the wider people team including Recruitment, Reward, L&D, ER and Payroll and key stakeholders across the Business.
7. Provide effective cover for other members of the HR Services Team across, HR, Recruitment and Learning & Development during periods of absence or increased workloads.
8. Provide administrative project support to the HR Services Team Leader and the wider people team as required e.g. Restructures, TUPE, policy reviews, continuous improvement etc.
9. Undertake additional duties appropriate to the role and/or grade.

	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Confident using Microsoft Word, Excel and Outlook</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Human Resource Information Systems (HRIS)</li> <li>• Knowledge of document management systems</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to manage and prioritise high volumes of work with a fast turnaround, whilst maintaining 100% attention to quality and detail</li> <li>• Ability to meet deadlines accurately when under pressure, paying attention to detail</li> <li>• Able to clearly compose own correspondence, in a variety of formats</li> <li>• Ability to, and understand the importance of, maintaining highly confidential and sensitive information</li> <li>• Resilient and solutions driven</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working within a high-volume co-ordination and administration role</li> <li>• Previous experience of using in-house IT systems</li> </ul>	<ul style="list-style-type: none"> <li>• Generalist HR, Learning &amp; Development and Recruitment administration experience within a shared service or similar work environment</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English at Grade C or above (or equivalent)</li> </ul>	<ul style="list-style-type: none"> <li>• Certificate in Human Resources Practice CIPD Level 3 (or working towards)</li> </ul>

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Payroll, Employee Relations, Learning & Development, Marketing & Communications, IT, Finance, Governance, employees, managers, Senior Managers and Directors within the Senior and Executive Leadership Teams. Candidates and outsourced 3 <sup>rd</sup> party service providers

#### **Safeguarding of Children Young people and Vulnerable Adults**

Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

#### Key Role Performance Indicators

1. Employment references to be requested within 2 working days of receiving referee details and chased weekly. After two weeks no receipt, to escalate immediately to the Recruiting Manager, Team Leader and Resourcing Business Partner.
2. Internal and external offer letters and contracts of employment for recruitment to be sent out within three working days of receipt of the new starter / change form paperwork
3. Jobs to be advertised within two working days of receiving the correct authorisation, advert, profile and vacancy details from the recruiting manager.
4. Average accuracy rate of 97% for written correspondence, calculations and inputting in line with the instructions received from the wider people team and business.
5. Employee paperwork and instructions to be scanned in and added to electronic files accurately and following naming convention within 1 month following submission of the payroll.
6. Resolve and close 95% of HEAT call queries within 5 working days.
7. Incoming calls to be answered within 10 seconds.

**Date Role Profile Created/Updated:**

**April 2020**