**JOB DESCRIPTION**

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| **JOB INFORMATION** | | | |
| **JOB TITLE** | **Group HR Assistant** | **LOCATION/CAMPUS** | **Oxford** |
| **SERVICE AREA** | **Group HR Services** | **TYPE** | **Permanent** |
| **GRADE** | **6** | **SALARY** | **£22,844 per annum** |
| **RESPONSIBLE TO** | **HR Services Team Leader** | **HOURS** | **Full-time – 37 hours per week** |
| **JOB PURPOSE** | | | |
| The post holder will work within a busy front-line HR services team to deal with HR queries and all associated HR administration, providing a responsive, professional and accurate administrative service for all HR processes across the complete employee lifecycle. | | | |
| **MAIN DUTIES AND RESPONSIBILITIES** | | | |
| * Provide a highly professional, responsive and proactive front line support service to employees and line managers on all HR matters. * Undertake routine and bespoke transactional HR administrative activities to the highest standard making best use of the HRMIS system. * Deal with a range of enquiries, some complex, either in written form, personal contact or by telephone * Ensure that all data held is accurate, current and records are updated within the set service standards to enable and aid management decision making and workforce planning. * Maintain knowledge of all employment related policies and procedures. * Look for and refer any gaps in information or areas where information may be inaccurate to line manager * Ensure and maintain strict confidentiality over employee records, data and information, ensuring full compliance with Data Protection Act provision, while accommodating the Freedom of Information Act. * Generate both regular and bespoke reports on employment life cycle matters, ensuring that managers have relevant information to aid their resource planning. * Develop specific areas of expertise within the HR field to broaden the portfolio of the Group Service and to develop the skills of the wider HR team. * Participate in team meetings to suggest improvements for processes, customer service and working practices within the whole team. * Participate in on-boarding and orientation programmes and contributing to specific training activities. * Develop productive working relationships by supporting and encouraging others, and taking personal responsibility to ensure the delivery of results, getting it right first time. * Promote the welfare of young people and vulnerable groups in all aspects of their Activate Learning experience and ensure safeguarding arrangements are adhered to at all times. * Demonstrate fully and at all times the values, competencies and professional behaviours expected of all staff employed by Activate Learning. | | | |

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| **GROUP/ EMPLOYEE RESPONSIBILITIES** | | |
| * To always work and act in accordance with the Group’s Vision, Values and Strategic Plan. * To demonstrate & promote ethical behaviour appropriate to that which would be expected by our customers and colleagues. * To work in a flexible manner and be willing to undertake other duties as reasonably requested. * To respect and promote equality & diversity, health and safety, and demonstrate professional behaviour and appearance at all times. | | |
| **QUALIFICATIONS & EXPERIENCE** | **TECHNICAL COMPETENCIES /SKILLS** | **BEHAVIOURAL SKILLS** |
| Essential   * Minimum 5 GCSEs including English and Maths grade C or above * Experience working within a busy administrative office * Experience working in a front-line customer service environment and a firm understanding   of the principles of delivering excellent service standards  Desirable   * Previous experience working within an HR team * CIPD qualification or willingness to work towards * Basic understanding of employment law, and/ or working with policies and procedures * Experience of payroll and pension administration | Essential   * Fully competent in use of Office and Google IT platforms, including Word, databases such as Excel, and PowerPoint * Experience with use of HR MIS systems; good knowledge of iTrent would be of particular advantage * Confident with a range of technology and social media platforms | Essential   * Ability to work as part of a team as well as using own initiative when working alone. * Excellent customer service skills, both at the telephone and face to face * Good planning and organisational skills * Attention to detail and able to process large volumes of work accurately * Remains calm under pressure and able to manage and prioritise a busy workload * Open to new ideas with a ‘can do’ attitude * Challenges ineffective and /or poor practice * Professional demeanour and personal presentation * Ability to react to change quickly and positively * Solution focused, as opposed to a problem finder * Able to learn and pick up new tasks and activities quickly |

***This job description is written at a specific time and is subject to change as the demands of the organisation and the role develops. The role requires flexibility and adaptability and the employees of the Group need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.***

***Diversity Statement***

*Activate Learning recognises and values the enriching contribution which people from a range of backgrounds and experiences can bring to the life and development of the Group. We therefore aim to provide an education service which, in its teaching, administration and support services, actively promotes equality of opportunity and freedom from discrimination on grounds of age, cultural background, disability, ethnicity, gender, religion or sexual orientation.*

***Health & Safety Statement***

*All employees have a responsibility to promote and maintain a safe and healthy working environment, by taking reasonable care of their own health and safety at work and the well-being of colleagues and students. Line managers have specific responsibility for the health and safety of the team for which they have general management responsibility.*

***Safeguarding Statement***

*Activate Learning is committed to the safeguarding and welfare of young people and expects all employees and volunteers to share this commitment.*