

Job Role Details		Last Updated: February 2020
Department/ Location:	Human Resources / Cross site	
Job Title:	Shared Services Assistant	
Salary Grade	Combined Grade	
Responsible to:	Shared Services Team Leader	
Responsible for:	No staff management responsibilities	

Job Purpose Statement:

Provide a comprehensive Human Resources (HR) and Learning & Development (L&D) administrative support service for the College, undertaking a variety of administrative support duties designed to assist in the smooth running of the department/ College, providing generalist advice to managers and staff on key HR and L&D functions and procedures, including updating the HR database, hard copy files and supporting the monthly processing of payroll.

Main Responsibilities and Duties:

The following is an indication of the type and level of the main priorities expected of this role as directed by your line manager and is not intended to be a comprehensive list of duties or tasks:

Note: The below duties relate to both the College and its subsidiary companies.

1. Deliver the staff recruitment and advertising process for the College in accordance with the College establishment, including checking authorisations, writing and placing adverts, organising interview and assessment centres, creating interview and assessment schedules and liaising with recruitment agencies, supporting recruitment events both inside and outside the College as required, processing vetting documentation, supporting the on boarding process, including ESS and MSS modules relating to recruitment and staffing establishment, in order to provide a high quality recruitment service. This will include undertaking interviews as required.
2. Maintain accurate records and ensure information is collated in accordance with Data Protection legislation and relevant to the purpose for which it is needed, assisting with the accurate updating and recording of Human Resources/ Learning & Development activities/ information as directed by line manager and/ or senior HR staff. Update and maintain computerised systems and manual records ensuring the timely production of records for payroll purposes. This will include updating the HR pages on the College intranet as and when required.
3. Organise inductions, training courses and meetings, booking speakers, trainers, facilitators, venues and refreshments as required, ensuring that all the supporting information and





paperwork is available and issued in a timely manner, establishing and maintaining professional working relationships with applicants, visitors, external speakers, callers and customers, whilst dealing with all enquiries in a professional manner, ensure information is exchanged between relevant groups to ensure problems and decisions are reached/ solved within a reasonable timeframe.

4. Produce all HR and L&D hard copy or electronic documentation, including but not limited to job offers, contracts, variations to contracts, training documentation such as course joining instructions, creating/ sending out certificates for training courses, probation confirmation letters, creating long service letters and certificates and other relevant HR & L&D correspondence, ensuring the accuracy and professional presentation of all such correspondence is maintained at all times.
5. Liaise with external training providers and internal speakers/ course facilitators to deliver training on or off site, circulating and collating training assessment forms, supporting the administration and running of L&D training programmes such as Aspiring Leaders and weekly CPD sessions, ensuring the delivery of high quality training for the College. This will include monitoring all related L&D budgets.
6. Process all staff departures for the College, producing and sending out the confirmation of departure paperwork, calculating annual leave owed/ owing, booking exit interviews and dealing with any associated queries from either managers or staff, in order to ensure that all required processes are completed and College resources returned before the departure of the individual.
7. Support and participate in the delivery of training on HR / L&D processes, systems and procedures as required, in order to support both managers and staff in the use of HR and L&D facilities.
8. Actively participate in the delivering of the HR Strategy Action plans, undertaking specific tasks, supporting the launch of initiatives, staffing stands and providing advice to staff on the facilities available such as well-being initiatives and staff discounts, in order to promote the benefits available to staff working at the College.

In addition all post holders will be required trained to act as Fire Marshals and First Aiders.

Hearts & Minds

All staff working at MidKent College are encouraged to work in accordance with the Hearts and Minds ethos developed throughout the organisation. This is designed to allow all staff to take ownership of their development and the development of our students to ensure they have the very best experiences and outcomes whilst at MidKent College. The attitudes and qualities a staff member will portray include Passion, Pride, Resilience and Purpose within their work.

All staff are required to:

- Staff must complete mandatory annual Continuing Professional Development (CPD) in accordance with the number of hours set for their Department.
- Travel between sites as and when required in accordance with their job role.
- Evening and weekend work may be required to meet the needs of the service
- Comply with and understand all aspects of legislation and College policies and processes





relating to safeguarding, including promoting the welfare of children, young people and vulnerable adults.

- Ability to form and maintain appropriate relationships and personal boundaries with children and young people.
- Comply with, understand and promote statutory and college best practice in Health & Safety at a level relevant to the role and responsibilities held by the post holder.
- Comply with, understand and promote statutory and college best practice in respect of GDPR at a level relevant to the role and responsibilities held by the post holder.
- During the course of your duties, you may acquire or have access to confidential information which should not be disclosed to any other person unless in pursuit of your duties in compliance with GDPR or with the specific permission given on behalf of the College.
- Actively take responsibility for their personal learning and development (informal and formal) reviewing and reflecting on their performance within their current role.
- Promote, adhere to, understand and put into practice all college policies and procedures.
- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the MidKent College Equal Opportunities Policy.
- Attend and complete all mandatory training sessions or on-line computer based training packages as required by the college.
- Undertake any other duties consistent with the key responsibilities and/ or duties of this role as directed by your manager.



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Qualifications	Criteria	Assessment Method
	<ul style="list-style-type: none"> Essential (E) Desirable (D) 	<ul style="list-style-type: none"> Application (A) Assessment Centre (AC)
<ul style="list-style-type: none"> Five GCSEs or equivalent passes, including English and Mathematics or ability to demonstrate competency at this level. NVQ Level 3 or equivalent in relevant subject or able to demonstrate competency at this level 	<ul style="list-style-type: none"> E D 	<ul style="list-style-type: none"> A/AC A/AC
Experience		
<ul style="list-style-type: none"> Knowledge and experience of Microsoft Office Applications, including Word, Excel and PowerPoint Experience of using relevant bespoke databases/ computer packages Around 1 years' office administrative experience Previous experience in an HR, Payroll, Learning & Development or similar role 	<ul style="list-style-type: none"> E E E D 	<ul style="list-style-type: none"> AC A A/AC AC
Skills & Aptitudes	Criteria	Assessment Method
	<ul style="list-style-type: none"> Essential (E) Desirable (D) 	<ul style="list-style-type: none"> Application (A) Assessment Centre (AC)
<ul style="list-style-type: none"> Good verbal and written communication skills Ability to work to deadlines Attention to detail 	<ul style="list-style-type: none"> E E E 	<ul style="list-style-type: none"> A/AC AC A/AC



<ul style="list-style-type: none"> • Ability to use initiative • Ability to problem solve • Ability to work under minimal supervision • Ability to extract information /run reports from databases • Good digital skills • Working knowledge of relevant legislation and best practice • Ability to produce basic statistics 	<ul style="list-style-type: none"> • E • E • E • E • E • D • D 	<ul style="list-style-type: none"> • AC • A/AC • AC • AC • A/AC • AC • A/AC
Other Requirements		
<ul style="list-style-type: none"> • The successful candidate will be required to demonstrate a commitment to our hearts and minds strategy and act with discretion, pride, purpose, resilience and confidentiality. • Willing to undertake mandatory training and demonstrate awareness of Health & Safety requirements. • Willing to undertake mandatory training and demonstrate awareness of GDPR. • Willing to undertake all other mandatory training as required by the College. • The successful candidate will be required to adopt a student focus and commitment to developing knowledge of quality improvement processes and systems. 	<ul style="list-style-type: none"> • E • E • E • E • E 	<ul style="list-style-type: none"> • AC • AC • AC • AC • AC
Safeguarding		
<ul style="list-style-type: none"> • The College is committed to safeguarding and promoting the welfare of young people and venerable adults. The candidate’s ability to perform the duties aligned to safeguarding and Prevent strategies within this role will be explored during the interview process. • The successful candidate will be required to have a DBS check to work at the College. 	<ul style="list-style-type: none"> • E • E 	<ul style="list-style-type: none"> • A/AC • A

