

**Job Description**

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| **Job Title:** | HR Support Assistant |
| **Reports to:** | HR Manager |
| **Hours** | 37 hours a week, 52 weeks per year |
| **Salary** | MET D |

**Main purpose and scope of the post:**

Based at Brighton, this role provides a one stop shop high level of HR customer service to internal and external stakeholders across all College sites. This is specifically via the HR Support email inbox which is the main conduit for enquiries into the HR department. The role also deputises for the HR Co-ordinator for any period of absence. This role holds the responsibility for monitoring, calculating and maintenance of sickness data ensuring a high level of accuracy.

The role requires excellent organisational, communication and IT skills with the ability to liaise with stakeholders face to face, by phone and in writing. With a flexible and adaptable attitude, this post requires proven administrative skills and an ability to work both on own initiative and also as a part of a team.

Details of the person specification and the accountabilities of the post are given below.

**Responsibilities:**

Below is a suggested list of duties. This list is not exhaustive and may vary from time to time in order that the accountabilities may be met. Such changes are a common occurrence and cannot of themselves justify a regrading of the post.

The post-holder will report to the HR Manager and will be accountable for:

A) Providing administration support to the HR Department.

B) Maintaining and updating HR records to ensure the accuracy of data.

1. Provide excellent customer service to both internal and external customers

D) Complying with College wide policies and procedures

**ACCOUNTABILITY A – Admin support to team**

1. Act as first point of contact for current staff, new starters and candidates – undertake pre-employment meetings and right to work checks

2. Administer and file documentation to ensure that HR records contain the required data.

3. Maintain the records and chase non returns – to include ownership of the 6 week post-employment checks; interim and final probation reviews; sickness.

4. Deal with general enquiries and take messages as required – being the first point of contact for all email enquiries via HR Support. Responding directly or coordinating with the HR Advisor/HRM for further information to then facilitate a response.

5. Note taking in disciplinary hearing, grievances and investigations as required

6. Provide support to the HR Co-coordinator and deputise in their absence.

7. Undertake any necessary administration tasks to ensure the smooth running of the department

8. Maintain confidentiality at all times

9. Undertake any other reasonable tasks arising

**ACCOUNTABILITY B – maintaining and updating HR records**

1. Input, update and maintain data on ERP, the HR and Payroll database
2. Record and monitor staff absence on the HR system to include the ownership of the monthly Long Term Absence /staff returns process.
3. Maintain and update records, to ensure the accuracy of data
4. Collate and present statistics as required
5. Chase absence nil returns

**ACCOUNTABILITY C – provide excellent customer service to internal and external customers**

1. To be approachable, proactive and efficient in dealing with queries from both internal and external customers. First point of contact for general enquiries to the team.
2. To be confident in communicating with all levels of staff at the College, on the telephone, face to face or email.
3. To deal efficiently and calmly with difficult and pressurised situations.

**ACCOUNTABILITY D – complying with College wide policies and procedures**

1. Complying with College wide policies and procedures and able to signpost / provide guidance on HR specific policies.
2. Participate in College probationary review and appraisal processes, agree objectives with the line manager and ensure they are achieved
3. Comply with the College’s Health and Safety policy
4. Work to promote and contribute to the college’s Equal Opportunities policy
5. Apply the College’s safeguarding policy and practices
6. Comply with the College’s procedures in relation to the requirements of the Data Protection Act
7. Undertake such other duties as may be reasonably required

NOTES:

**Safeguarding Children and Vulnerable Adults**

The College has a statutory and moral duty to ensure that it operates with a view to safeguarding and promoting the welfare of children and young people studying at the College. The post holder will be required to commit to the College child protection policy and promote a safe environment for children and young people learning within the College. All posts are subject to enhanced Disclosure Barring Services check, however, having a criminal record will not necessarily bar you from working with us, this will depend on the nature of the position and the circumstances and background of your offences.

**Equal Opportunities and Diversity**

All employees of GB Met are required to promote equality and diversity in all aspects of the job. Specifically, the job holder will be required to support the College to meet the General Equality Duty under the Equality Act 2010 to:

* Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
* Advance equality of opportunity between people who share a protected characteristic and those who do not.
* Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are: Age, Disability, Gender Reassignment, Marriage/Civil Partnership, Pregnancy/Maternity Leave, Race, Religion or Belief, Sex, Sexual Orientation.

**Health and Safety**

It is the responsibility of all employees to co-operate with the College management in meeting the objectives of providing a healthy and safe place of work. Therefore, all staff must carry out their work with reasonable care for the health and safety of themselves and other people. Accidents or near misses must be reported and safe working procedures must always be followed.

1. Duties will inevitably develop and change as the work of the College changes to meet the needs of our service. Employees should therefore expect periodic variations to job descriptions, the College reserves this right. This job description will be supplemented on a regular basis by individual objectives derived from College strategies.
2. Where an applicant or existing employee is, or becomes, disabled (as defined by the Equality Act 2010) and informs the College fully of their requirements, reasonable adjustments will be made to the job description wherever possible.



**Person Specification**

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| **Job Title:** | **HR Assistant** |

The following is a list of the experience, knowledge/skills and qualities which the College requires in the post of HR Assistant. This list is not exhaustive. It is a requirement of all our staff that they share and actively engage with the vision that the College will be exceptional.

**Knowledge/understanding/skills/abilities**

**Essential:**

* Excellent administrative skills and experience
* Excellent IT skills (including Word and Excel - intermediate), the ability to easily create and manipulate data in excel / create mail merges in Word
* Experience of creating and maintaining administrative systems using sound organisational ability
* Excellent customer service skills
* Excellent communication skills
* Flexibility and adaptability

**Desirable**

* Previous HR experience would be an advantage but is not essential
* Knowledge of DBS screening
* Experience of working within the education or public sector

**Qualifications**

**Essential:**

* Level 2 English and Maths (GCSE Grades A – C or equivalent)

**Desirable**:

* Level 3 CIPD

**Qualities**

* Excellent interpersonal, communication and organisational skills
* Effective interpersonal skills and the ability to work well with people at all levels;
* A diplomatic approach and the confidence to provide support to colleagues of all levels;
* Integrity and discretion when handling confidential information
* A commercial mind set – aware of financial/budgetary issues
* An ability to remain impartial
* A flexible approach to working hours if required to meet particular deadlines
* Demonstrable experience of commitment to child protection, safeguarding and the promotion of a safe environment for children and young people to learn in
* Demonstrable commitment to the College’s support and promotion of equality and diversity in all aspects of working life
* To aspire to the College’s Mission and Values