

PILGRIMS HOSPICES – JOB DESCRIPTION

HR and Business Support Administrator

MAIN PURPOSE AND SCOPE OF THE JOB:

The HR and Business Support Administrator will provide proactive and efficient administration to a dynamic HR department, as well as supporting our PA to the CEO. The post holder will be based in the HR team but will provide some Corporate Support on a weekly basis.

POSITION IN ORGANISATION

Reports to: HR Business Partner
Location: Canterbury
Working hours: 35 hours per week

DUTIES AND KEY RESPONSIBILITIES

HR Administration

- First point of contact for incoming telephone and email enquiries to the HR Department, answering and directing calls and emails as appropriate.
- Process the internal and external post and distribute accordingly within determined timeframes.
- Ensure that all confidential HR incoming queries are dealt with or allocated to the appropriate people in a timely manner with a professional approach to internal and external customers.
- Use and update the HR and Payroll Systems on a regular basis.
- Update and maintain the HR elements of the Hospices' website and Sharepoint.
- Maintenance of volunteer personnel records.
- Minute taking during HR processes.
- Undertake general administrative duties including filing, photocopying, scanning and data entry.
- Ensuring HR operations remaining fully compliant with regulatory requirements such as Care Quality Commission, Charity Commission, ICO.

Recruitment

- Contributing to ongoing development of the digitised recruitment process.
- Publishing adverts for employee and volunteer opportunities as directed.
- Collation of applications and preparation of selection documentation for recruiting managers, ensuring arrangements are made for interviews as appropriate.
- Ensure interview packs are sent to hiring managers in a timely manner prior to interview.
- Administer and undertake all pre-employment checks and ensure all new starter files are completed to the required standard prior to employment commencing, including Eligibility to Work in the UK, Disclosure and Barring Service (DBS) checks, references and supporting documents and ensuring new starter files reflect CQC standards.
- Collating information for regular recruitment updates to the Executive Management Team.

Payroll

- Transactional payroll support where required including but not limited to letter writing, issuing contract variations and leavers letters.

Business Support Administration

- Sending invites for corporate and Board meetings.
- Preparing agendas and supporting documents for corporate meetings and distributing to attendees accordingly and minute meetings when directed.
- Provide cover and support to the PA to CEO where required.
- Coordination of organisational policies and uploading to relevant platforms as directed.

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

HR and Business Support Administrator

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in an office environment Experience of providing HR and Corporate Support Minute taking at meetings 	✓ ✓ ✓	✓ ✓ ✓	✓ ✓ ✓
SKILLS/ ABILITIES	<ul style="list-style-type: none"> A willingness to learn and develop new skills An ability to plan and organisation their work, A good standard of written and verbal communication skills Organised and able to prioritise competing demands, meeting timescales as required Flexible approach to work Honest and reliable IT literate and confident in the use of common Microsoft Office products A positive, 'can do', attitude An ability to work well within a team and on own initiative Accuracy and attention to detail An ability to maintain confidentiality at all times Ability to identify business critical issues and raise accordingly. 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
KNOWLEDGE	<ul style="list-style-type: none"> A basic understanding of HR processes and procedures including recruitment requirements. Knowledge of confidentiality and data protection. 	✓ ✓	✓ ✓	
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> A good standard of secondary education, including a minimum of grade C in Maths and English GCSE's A CIPD Level 3 or comparable level of qualification. 	✓ ✓	✓ ✓	✓
OTHER REQUIREMENTS	<ul style="list-style-type: none"> A willingness to undertake any other statutory and mandatory training appropriate to the needs of the role 			

	• Ability to travel cross site			
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Date Written: January 2022