



Job Description

Title: HR Hub Assistant

Band: Band 2

Location: Elm House

Reports to: HR Hub Team Leader

Responsible for:

Primary Purpose of Role

This is a generic role that will work as part of a team to support and effectively deliver accurate, timely and customer focussed services within the HR Hub Team to employees of the Trust and other clients.

There is a requirement to work across teams within the HR Hub to ensure that work pressures are covered and service standards are maintained. Relevant cross team training will be supported by appropriate periodic rotation between teams.

The role will provide administrative support to the HR Hub team, undertaking data input, dealing effectively with customer enquiries, maintaining the document management system and providing generalist administrative support to all aspects of the teams delivery of service.

Key Responsibilities

1. Effectively support and deliver HR Hub team services.
2. Participate and promote excellent customer service best practice across the HR Hub.
3. Ensure that own work load is managed and planned in accordance with service standards, schedules and deadlines.
4. Ensure that processes are carried out in accordance with documented procedures and protocols.

5. Contribute to the review of practices and processes to improve efficiency and customer focus.
6. Undertake administrative tasks as necessary to support the development of new, efficient and effective working practices and processes, and the optimisation of available systems including ESR and NHS Jobs [2].
7. Assist in the implementation of changed work practices, processes and systems as necessary.
8. Demonstrate the Trust's agreed behaviours and values within the team.
9. Act in ways that support equality and diversity and the rights of individuals, ensuring own practice is in accordance with Trust policies. Identify and take action when own or others' action undermines equality and diversity.
10. Establish and maintain effective relationships with colleagues, other departments, clients and external agencies.
11. Contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Take necessary action in relation to risks in the workplace including supporting others to manage risks.
12. Undertake any other reasonable duties commensurate with this role and work flexibly to provide cover for other colleagues as service demands require.

Specific Requirements

Recruitment

1. Assist in the accurate and timely administration and input of recruitment information, as directed by the Team Leader, into ESR and NHS Jobs including:-
 - a. Request/approve IAT
 - b. Input in ESR & NHS Jobs
 - c. Preparation and distribution of recruitment information including packs.
 - d. Follow up of employment checks
 - e. Provide administrative support for the application process for DBS Disclosures.
2. Set up and maintain staff personal files in the document management system.
3. Administer the 'sign on' process for new starters.

HR Administration

1. Produce ID badges and Smart Cards for new starters, current members of staff, and volunteers as necessary.
2. Data cleanse activities as required.

General

1. Photocopying.
2. Incoming & out-going mail.

3. Monitor generic mailboxes.
4. Maintenance of stationery & general office supplies.
5. Provide general clerical support across a range of duties to support the provision of a high quality and effective service.
6. Answer telephone enquiries from applicants, staff and managers dealing appropriately with enquiries where possible and ensuring accurate transfer or messages are relayed to appropriate members of the team.
7. Deal effectively and promptly to written and verbal enquiries.
8. Ensure the electronic HR Document Management filing system and other filing systems are maintained.
9. Deal sensitively with personal and confidential information and ensure confidential waste procedures are adhered to within the department.
10. Maintain own PDP and support the development of efficient HR Hub processes and practices including best use of technology (e.g. ESR expansion pack).
11. Develop a working knowledge of Electronic Staff Record by using Tply, Kbase, E-learning and the ESR User Manual.
12. Develop a working knowledge of NHS Jobs [2] using available training materials.

Key Relationships

- HR Hub Manager
- Heads of Human Resources
- HR Managers
- Area HR teams
- Payroll Provider
- Service managers
- Corporate colleagues

Person Specification

	Criteria	Essential/ Desirable
Knowledge, Training & Experience	<p>Experience of a wide range of clerical duties.</p> <p>General understanding of Data Protection and confidentiality.</p> <p>Experience in data processing preferably in payroll/HR systems.</p> <p>Knowledge of ESR or other payroll/HR systems</p>	<p>E</p> <p>E</p>
Skills and Aptitudes	<p>Ability to work under pressure and to tight deadlines.</p> <p>Ability to maintain attention to detail and accuracy.</p> <p>High level of data input skills.</p> <p>Good communication skills both oral and written.</p> <p>Ability to relate effectively with staff and managers at all levels.</p> <p>Organisational ability.</p> <p>Good interpersonal skills.</p> <p>Able to exercise common sense.</p> <p>Good IT skills with experience of using MS Word, Excel, e-mail and internet.</p> <p>Ability to work as part of a team and on own initiative.</p> <p>Excellent customer service skills.</p> <p>Ability to maintain confidentiality</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

Education/qualifications	ECDL or equivalent .	
Personal Circumstances	Able to maintain reliability of attendance.	E
	Ability to withstand pressure of work.	E
Other requirements	Willingness to work flexibly and at other sites when required.	E
	Ability and willingness to undertake further training as necessary.	E
Each of the above points should be considered in the light of minimum requirements listed in the job description.		
Completed by:	Sarah Moss	
Date:	June 2013	
PERSON SPECIFICATION AGREEMENT		
Post Holder		Date
Line Manager		Date