

Role profile

**Title:** HR Administrator

**Reporting to:** HR Administration Manager

**Purpose of Role:** To ensure that support is provided in accordance with operational requirements, ensuring compliance with both internal and external legal requirements, delivering a high quality, timely, accurate and efficient customer focused function. To support the operational teams to deliver the HC-One vision and mission of being the kindest care home provider and the number one care home in every locality and deliver the best health and care experience for Residents, the best working environment for colleagues and the best return for Investors.

**Your role will involve:**

* To assist the HR Administration Manager in delivering agreed HR plans which are aligned to the overall business objectives.
* Undertake validation of work instructions in line with Operational requirements.
* Acknowledge all customer emails at point of receipt and respond with 24 hours
* Complete all change of circumstance requests e.g. change to salary, change to role, change to personal details, change to benefits/allowances within 24 hours of receipt, subject to approval requirements being satisfied.
* Monitor and alert customer of all colleagues in roles of Home Manager and above, including support roles, whose probation is due to end.
* Produce high quality, accurate and appropriate employment related documentation e.g. letters for changes to terms and conditions, salary review, confirmation of completed probation.
* Monitor, manage and maintain Compliance activity for all group employees in line with role requirements, highlighting any concerns appropriately to the customer.
* Provide monthly MI pack by area with exception reporting in relation to key critical information e.g. Turnover, Sickness, SSSC, DBS, RTW, highlighting concerns and trends and areas requiring action
* Maintain and record colleague personal information accurately, securely and in line with data protection requirements and notify payroll of required information
* Escalates complex queries to HR Administration Manager in a timely manner.
* Fosters and takes advantage of continuous learning activities to support new procedures, technologies and customer service initiatives.
* Contributes to continuous improvement process, in order to improve quality of service provided and customer experience.
* Engage and build strong relationships with our customers, ensuring that everyone is treated with courtesy and respect at all times
* Ensures all request for information are provided in a timely manner and appropriate format.
* Other administrative duties as required by the HR department.

**Share our Principles**

**Accountability — Involvement — Partnership**

These principles are *wha*t we do at HC-One to achieve our vision of being the kindest care provider.

These principles create our competencies which are linked to every role at HC-One – our expectations of all our colleagues.

**Share HC-ONE Values**

HC-One wants to attract, recruit, and retain its people, on the basis that their individual values and behaviours align with the values of HC-One.

1. **Kindness**– We are kind to everyone we care for, work with or meet at HC-One.
2. **Integrity**– We do what we say, keep our promises, and acknowledge any errors.
3. **Essential** – We prioritise what is important and then focus on those tasks.
4. **Simplest**– We are clear and straightforward in our communication.
5. **Best Value** – We focus on tasks that offer real value and look for the best value in everything we do.

**Person Specification – HR Administrator**

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|  | **Essential** | **Desirable** |
| **Qualifications and Knowledge** | Good general level of education including GCSE Mathematics and English. | CIPD qualifications or working towards CIPD.  Knowledge of relevant HR policies and procedures |
| **Skills** | Can quickly establish credibility and respect and build strong working relationships with key stakeholders.  Excellent communication skills, both verbal and written  Excellent customer service skills  Concise and accurate record keeping skills and the ability to interpret information and report back.  IT literate to include the use of Microsoft Office  Ability to prioritise and plan time effectively  Working to tight deadlines whilst responding to last minute changes within these |  |
| **Experience** | 12 Months previous HR administrative support experience in a busy people focused environment. | Providing first line HR advice to line managers |
| **Personal Attributes** | **Self-Awareness**  Self-aware and regulates own performance through self-assessment, recognises and understands personal emotions and drives. Self-confident with an eye for detail whilst being action oriented and hands-on. Conscientious.  **Acting with integrity and fairness**  I treat everyone with respect whilst listening to their needs and responding appropriately. I take responsibility for my actions and raising concerns if necessary.  **Ensuring quality and safety**  I am accountable for the quality of my own work in line with approved procedures, seeking and responding to feedback.  **Achieving objectives**  I understand and strive to fulfil my personal objectives to help deliver the Kindest care, recognising the impact of my actions.  **Changing and improving**  I promote a culture that understands the importance of change and display a positive attitude for continuous improvement. | |