

HR Administrator

Function	HR and Facilities
Reports to	Head of HR
Line Reports	None
Purpose of Role	To provide comprehensive and efficient administration support to the company and HR Team on all aspects of HR and Facilities. Working as part of the HR and Facilities team to ensure a high quality of service is delivered and assisting the team in projects.

Key responsibilities

1. Employee Lifecycle

- Provide support to employees across the business by answering queries, face to face, over the phone and by email.
- Management of the HR Inbox, triaging emails to ensure they are responded to in a timely manner by the relevant member of the HR and Facilities team.
- Responsible for providing an accurate and timely administrative service for new starters, leavers and staff changes including preparation of letters/contracts, conducting and recording of employment vetting checks and ensuring all information is accurately recorded in the HR system at all times.
- Manage the process for employee's contractual and personal detail changes, producing variation to contract letters and updates to payroll and benefit providers.
- Liaise with Managers across the business to arrange and support work experience placements, ensuring a detailed plan for work experience placements is created and that Students are supported throughout the placement.
- Manage the process for all successful probation passes, ensuring all employees have a completed probation form, producing probation letters and updating the benefits portal.

2. Recruitment and Resourcing

- Responsible for recruitment administration, organising interviews and preparing interview packs.
- Managing all advertising of roles both via agencies, the company website and social media.
- Ensure all relevant interview notes and assessments are scanned and saved.
- Maintain Chartered Status log and keep Head of HR updated with changes to the Company's' Chartered Status.

3. Reward and Recognition

- Undertake the administration for all company benefits, liaising with the benefit provider on new starters, leavers and changes. Check all benefit invoices for accuracy and payroll processing.
- Support the HR Advisor with the collation of data for the monthly Payroll process.

4. HR Systems

- Responsible for managing both the HR System and the Company Benefits Platform and ensuring these are kept up-to-date with employee information.
- Ensure all absence and leave is recorded on the HR System and produce monthly absence reports.
- Manage administration for all maternity, paternity and other employee leave, supporting managers with the completion of return-to-work forms.
- Manage the employee probation process, ensure all probations have a completed form, produce probation letters and update the benefits portal.
- Provide and prepare management information as requested for management meetings.
- Liaise with the HR System and Benefits Platform providers on system queries or changes.

5. HR Projects and Strategy

- Responsible for supporting on all HR Projects in line with the People Strategy.

6. HR Policy, Risk and Management of Information

- Comply with compliance procedures, TCF, Data Protection and FCA Regulations at all times to ensure regulatory requirements and company policies are not breached.
- Work alongside the Compliance team to support annual FCA activity.
- Ensure all relevant employee vetting checks are completed in a timely manner.
- Ensure that the collation, storing and processing of employee data is in line with GDPR regulations.

7. Facilities Administration and Support

- Work alongside Facilities Manager to support the administration of Health & Safety Policies and Procedures to ensure compliance with legal obligations
- Provide occasional support and cover to reception team

Knowledge, Skills and Competencies

Role Requirements

- Full-time role
- Role based in Bath

Experience and skills

Essential

- Experience of working with Microsoft Office products, including Word, Excel, Outlook and Powerpoint.
- Experience of delivering accurate, relevant and timely information.
- Ability to work within a highly confidential environment and maintain trust and confidence.
- Experience of working within a team, successfully managing expectations of others and communicating effectively.

Desirable

- Previous experience in an administrative role within a fast-paced environment.
- Experience of working in an environment of significant change.
- Experience of managing and processing confidential data.
- Experience in a HR administrator role within the Financial Services sector.
- Obtained or working towards a CIPD qualification.

Our Ways of Working

Accountable

- Takes ownership and accountability for their actions and tasks.
- Steps outside of comfort zone to learn and develop.
- Organised and efficient, manages their own time effectively and prioritises to maximise productivity.
- Keeps promises and delivers what they say they will.

Collaborative

- Is inclusive, respectful and supportive of others.
- Listens and takes on-board the views of others.
- Communicates in a timely and effective manner for the best outcomes.
- Shares knowledge and experiences to improve results.

Inquisitive

- Seeks opportunities to create efficiency and improve ways of working.
- Appropriately challenges ways of working.
- Willing to understand different ways of working in different teams.
- Confidently and constructively questions processes.

Transparent

- Honest and trustworthy, treating everyone with respect.
- Straightforward with communication.
- Clear and concise with others at all times.

Aware

- Is aware of the impact of their own actions, styles and behaviours on others.
- Gives support, praise and feedback to others in a constructive manner and receives feedback or challenge graciously and with an open mind.
- Reflects on feedback received to develop themselves.

Adaptable

- Embraces and positively endorses change, finding ways to support the situation.
- Demonstrates flexibility where priorities or deliverables need to change and takes responsibility for continuous review.
- Adopts a flexible approach to projects, tasks and others.

Determined

- Has a can-do attitude.
- Takes responsibility for their own development.
- Copes effectively under pressure.
- Delivers on promises, expectations, roles and responsibilities



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