

HR Data Administrator

Central Services

Overview	
Role Purpose	<p>To provide an efficient, effective, consistent and customer focused HR administration and support service to managers and staff.</p> <p>To work to established processes and procedures in an accurate and timely manner.</p>
Responsible for	<p>Timely and accurate input of payroll data for monthly and fortnightly pay runs.</p> <p>Managing and responding in a timely manner to internal and external customers in relation to straightforward queries on ex-employee references</p> <p>Maintaining an electronic filing system with appropriate naming and filing of electronic documents.</p>
Reports to	HR Services Manager
Line management	N/A
Date	September 2020

Role relationships	
Internal	HR team, Talent and Development team
External	Agencies (for ex-employee references)

Role accountabilities
<ul style="list-style-type: none"> • Provide HR and payroll administration support, including the inputting of data into various HR information systems and databases, creating and running reports, updating spreadsheets, and producing forms and delegate lists • Update the HR system processes, manuals and letters as required under the direction of the HR Service Manager and HR Assistants • Request, collate, scan and file payroll administration information to enable the accurate processing of payroll changes in an appropriate and timely manner, ensuring that urgent actions are prioritised and that any issues are highlighted and resolved as quickly as possible • Produce and send standard staff letters via iTrent in a timely manner in line with NHG corporate style guide • Liaise with business managers, HR colleagues and other key stakeholders to ensure that work is processed and submitted in a timely fashion, that urgent actions are prioritised and that any issues are highlighted and resolved as quickly as possible • Assist in the maintenance of AskHR and the various HR in-boxes; check and save absence certificates; respond and distribute information as appropriate; ensure that in-boxes are well maintained

Role accountabilities

- Assist with queries and requests from managers, staff, and HR colleagues in a professional and customer centred manner, escalating to an HR Services Officer or HR Assistant where appropriate
- Undertake administrative duties such as filing, mail outs, and mail merges, scanning and collating meeting packs, distributing post
- Assist with the investigation of SARs requests
- Collate TUPE files and documentation as required
- Ensure compliance with internal HR controls, adhering at all times to NHG rules, policies and processes within the statutory requirements and financial regulations
- Ensure that HR systems, files and procedures are kept up to date and accurate
- Provide support and cover across the HR service
- Undertake project work and research for the department as required
- Take responsibility for personal continuing professional development

General

- Ensure that all diversity and inclusion implications are considered in all work, and in personal conduct across NHG
- Support the work of the HR team with any projects, research or other requirements as needed
- Proactively seek feedback from the business to continually improve the work of the HR team and contribute to the development and implementation of HR strategy
- Follow the financial regulations, policies and procedures at NHG
- Follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others
- Undertake corporate responsibilities as required, including assistance in investigations and hearings in formal processes across the business

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / Value for money in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> Experience of working in a fast-paced administration setting. Proven experience of working in a customer focused environment. Ability to work accurately and precisely using computerised or manual data and complex databases/systems. Ability to understand and precisely follow policies, procedures and processes.
Skills	<ul style="list-style-type: none"> Effective keyboard/IT skills including basic MS Office skills Able to produce accurate letters in line with NHG corporate style guide <p>Desirable</p> <ul style="list-style-type: none"> Experience using an HR Information system (ideally iTrent) or a similarly complex database.

Role requirements	
DBS	<ul style="list-style-type: none"> None
Data and information processing	<ul style="list-style-type: none"> Information & Data User
Data protection role	<ul style="list-style-type: none"> Data Owner

Role profile