

HR Assistant Central Services

Overview	
Role Purpose	<p>To work in partnership with business managers and HR colleagues to provide an efficient, effective, consistent and customer focused HR administration and support service to managers and staff.</p> <p>To work to the established processes and procedures laid down in the HR manual, using and maintaining manual and computerised systems in an accurate and timely manner.</p>
Responsible for	Providing advice and guidance to staff and managers, taking responsibility for a specific business area as their first point of contact, in a timely and appropriate manner and in accordance with policy, good practice and relevant employment legislation.
Reports to	HR Services Manager
Line management	N/A
Role relationships	
Internal	HR, Business areas
External	Candidates, outsourced agencies

Role accountabilities	
<ul style="list-style-type: none"> • Provide HR administration including the production of letters, drafting of contracts, processing payroll actions, and entering information into the appropriate system • Handle and respond to queries and requests from managers, staff, candidates, ex-employees, and HR colleagues in a professional and customer centred manner, escalating to an HR Services Officer or HR Business Partner or HR Adviser where appropriate • Ensure that AskHR and the various HR in-boxes are well maintained and responded to in a timely fashion, that urgent items are prioritised and that any issues are highlighted and resolved as quickly as possible • Request, collate, scan and file payroll administration information to enable the accurate processing of payroll changes in an appropriate and timely manner; ensure that urgent actions are prioritised and that any issues are highlighted and resolved as quickly as possible • Respond to straightforward policy and process queries, providing appropriate advice and guidance in line with NHG policy, ensure that urgent items are prioritised and that any issues are highlighted and resolved as quickly as possible; escalate to an HR Services Officer or HR Adviser as appropriate • Check accuracy and validity of the team's payroll input and audit trail including the checking and signing off of the computer-generated payroll changes and associated letters 	

Role accountabilities

- Manage the pre-employment, annual and cyclical processes, including referencing for candidates, DBS checks, eligibility to work, declarations of interest and other checks and audits, escalating to an HR Services Officer or HR Adviser as necessary
- Assist in co-ordinating recruitment campaigns, including the construction of recruitment packs, uploading recruitment adverts on to the RMS and other websites, preparing for and attending job fairs and assessment centres, preparing for interviews and assessments, sending candidate's assessment and interview invites, marking tests, notifying unsuccessful candidates on their application or interview or keeping them informed of the progress of their application, and addressing "on the day" arrangements
- Take notes at team meetings and formal meetings as required, initiating actions arising as appropriate
- Undertake administrative duties such as filing, mail outs, mail merges, scanning, photocopying, and collating packs, distributing post, preparing purchase orders, arranging for registered or recorded delivery
- Assist with the investigation of SARs requests
- Collate TUPE files and documentation as required
- Ensure that HR systems, files and procedures and other documents are kept up to date and accurate
- Ensure all relevant correspondence and letters are filed in employee files in a timely manner and in line with HR filing and GDPR guidelines

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.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

Desirable

- Experience of working in a fast-paced administration setting.
- Experience of working in a HR environment
- Ability to work accurately and precisely using computerised and manual data and complex databases/systems.
- The ability to understand and precisely follow policies and procedures and provide guidance to managers, staff and candidates.
- The ability to work flexibly according to the demands of the department and swiftly changing priorities

Skills

Essential

- Effective keyboard and IT skills including basic/ MS Office skills
- Something about producing letters and contracts, accuracy and good English
- Experience using an HR Information system or a similarly complex database is essential.

Desirable

- iTrent would be desirable

Qualifications and/or professional membership

Essential

Desirable

CIPD

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is a colleague level expectation level and therefore you should refer to the colleague level expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.