

## People Team Administrator (Employees)



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. Our care at home and in the Hospice, delivered through inter-disciplinary teams and skilled volunteers is rated outstanding by the Care Quality Commission. As a local employer we aspire to meet this 'outstanding' rating in all aspects of what we do, from the experience of staff and volunteers through to our compliance with the corporate, financial, fundraising, charity and trading regulations for our business. The post holder will be responsible for providing administrative support to the People Services Team, building key relationships and providing a pro-active efficient service to all teams.

**Accountable to:** Senior People Advisor (Employees)

### Main duties and responsibilities:

- To maintain employee records, and manage documents (i.e. employment records, on boarding paperwork) and update internal databases accurately
- Manage day to day recruitment and on-boarding process for new employees
- Be able to work in a confidential and proactive manner whilst adhering to policy and procedure
- Create, compile and issue relevant paperwork for starters, changers and leavers to include issuing accurate letters & Contracts of Employment
- Responsible for updating and developing people related pages on Hospice Website & Intranet. To ensure up to date with people information and that Hospice is promoted as an employer
- Lead in the development of people services KPI's alongside People Team Administrator (Volunteers).
- Assist and respond to employee questions relating to policies including sickness absence and leave.
- Assist with the preparation of Occupational Health referrals; pre-employment and OH reports including updating OH tracker
- Ensure compliance is upheld through regular right to work checks, DBS and medical registrations of employees
- Maintain, update and circulate people forms and documents including staff policy lists.
- Keep up to date with legislative changes
- Represent the Hospice and uphold the organisations reputation and values
- To support the organisations income generation activity

*\*The Hospice of St Francis supports flexible working, paid carers leave and jobshare*

<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Departmental &amp; Role Specifics</b>	<ul style="list-style-type: none"> <li>• Use the database to assist in the preparation of people reports and the analysis of employee data, including KPI reports for example sickness absence, training and turnover to deliver management information Assist with the creation and continued maintenance of the people database document library to include, contracts, letter templates and policy/procedure signature lists</li> <li>• Run data checks to ensure employee data is kept up to date</li> <li>• Ensure excellent communication and customer service</li> <li>• Support people/volunteer events</li> <li>• Assist in the continued development of the people database, in line with the ongoing project plan including auditing data.</li> <li>• Maintain people database including; working patterns, post management and organisation charts etc.</li> <li>• Assist with the preparation of recruitment materials, including Job Descriptions, Person Specifications and adverts, in collaboration with Line Manager</li> <li>• Coordinate the recruitment process in collaboration with line managers – advertise posts using social media, websites, media and agencies, post internal notices, manage enquiries, arrange short listing and interviews, manage job offer and complete new starter process (including induction and probation)</li> <li>• Maintain relevant recruitment spreadsheets ensuring up to date with recruitment campaigns, including the recording of recruitment expenditure</li> <li>• Support line managers with continued induction process (including the use of an Induction Checklist) and the probation process, including advice on the relevant timescales for formal probation meetings and objective setting. To advise Senior People Advisor (Employees) when performance issues arise during probation</li> <li>• Support the Senior People Advisor (Employees) with staff wellbeing projects</li> <li>• Provide employee data to senior team members by producing quarterly reports on sickness and annual leave</li> <li>• Assist the Senior People Advisor in administrating the leaver procedure including producing leaver letters and process on the people database</li> </ul>
<b>Qualifications, Skills, Experience, Knowledge &amp; Approach</b>	<ul style="list-style-type: none"> <li>• Good general education</li> <li>• Qualified by experience in a similar administrative role with some experience of updating database</li> <li>• Excellent grasp of English, including a breadth of vocabulary consistent with HR/procedures</li> <li>• Experience of liaising with agencies, other organisations including internal and external candidates</li> <li>• Data entry and database maintenance &amp; reporting</li> <li>• Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination (desirable)</li> <li>• Previous recruitment experience (desirable)</li> <li>• Experience in HR (desirable)</li> <li>• Minute taking experience (desirable)</li> <li>• Highly proficient in the use of MS office packages such as Outlook, Word, Excel &amp; PowerPoint</li> <li>• Strong planning and organisational skills</li> </ul>
<b>Key Accountabilities, Responsibilities &amp; Tasks</b>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills using a variety of media/tools</li> <li>• Excellent listening skills &amp; interpersonal skills</li> </ul>

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

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	<ul style="list-style-type: none"> <li>• Excellent customer care skills – understands importance of good customer engagement &amp; able to build strong working relationships</li> <li>• Good team player who is willing to support others/learn new skills</li> <li>• Able to communicate sensitively and understand boundaries of HR work</li> <li>• Respectful, confident persuasive communicator</li> </ul>
<b>Internal &amp; External Contacts</b>	<ul style="list-style-type: none"> <li>• Staff and volunteers</li> <li>• Board of Trustees</li> <li>• Executive Team</li> <li>• Patients and Families</li> <li>• Bank staff</li> <li>• HR &amp; Voluntary Services team</li> <li>• Head(s) of Service</li> <li>• Key donors and suppliers</li> <li>• Professional bodies/networks</li> <li>• Relevant regional &amp; national peers</li> <li>• People Database Support Desk</li> <li>• Occupational Health provider</li> <li>• Recruitment agencies and advertising media contacts</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Maintain confidentiality at all times</li> <li>• Good level of numeracy and the ability to problem solve</li> <li>• Strong attention to detail and ability to drive multiple projects concurrently.</li> <li>• The ability to be flexible and adaptable</li> <li>• Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks access and engagement (desirable)</li> </ul>
<b>Mental and Physical Consideration. Working Conditions &amp; Environment</b>	<ul style="list-style-type: none"> <li>• Commitment to the aims and ethos of the Hospice</li> <li>• Continually strive to improve the business</li> <li>• Development of others to succeed</li> <li>• Keen to develop self within role</li> <li>• Ability to prioritise in the best interests of the organisation as a whole</li> <li>• Willing and able to work as part of a team and independently using own initiative</li> <li>• Skilled in managing competing demands and expectations</li> <li>• Work with pace and accuracy</li> <li>• Ability to manage various administrative tasks in a timely manner</li> <li>• Self-motivated and able to fulfil the job role with minimal supervision</li> <li>• Task driven – able to see processes through to completion</li> <li>• Continually strive to improve the business</li> <li>• Skilled in supporting people operating in senior positions in an organisation</li> <li>• Excellent keyboard skills</li> <li>• Ability to concentrate for sustained periods of time</li> <li>• Confident under pressure</li> </ul>
<b>Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Understand and comply with all Health and Safety, Fire and Infection Control regulations</li> <li>• Complete all mandatory training and ensure compliance of direct reports and contractors</li> </ul>
<b>Safeguarding</b>	<ul style="list-style-type: none"> <li>• Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis</li> </ul>

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