



**Title:** Trainee Human Resources Advisor

**Reporting to:** Senior HR Adviser

**Date:** April 2016

**Role Summary:**

To provide administrative support to ensure the effective operation of the Human Resources and Payroll team and provide an efficient and effective service for all customers.

**Key Responsibilities:**

**Recruitment and Selection:**

- Support the HR Director & Senior HR Adviser in managing recruitment campaigns and the authorisation process.
- Oversee and produce contracts of employment, manage contract variations and new starter pre-employment checks supported by the HR Apprentice.
- To monitor all new starter paperwork and ensure all documentation received is passed to payroll prior to commencement dates, whilst meeting payroll and departmental deadlines.
- To ensure that all new starter information is accurately recorded onto the HR database and the Single Central Record.
- To carry out first day inductions with new members of staff. This includes meeting and greeting staff on their first day at the college, arranging for IT accounts, and ensuring security badges are issued and ensure all induction training is booked.

**General HR processes**

- Process Maternity Leave, Paternity Leave and Flexible working requests and retirement in liaison with the payroll team
- Undertake low level employee relations casework e.g. first stage sickness, or low level disciplinary
- Assist the Senior Advisor and Director of HR with complex case work, preparing packs, taking notes, arranging meetings etc
- Producing reports from the HR database for college KPI's e.g. sickness and recruitment and monitoring the college's e-learning system for mandatory training
- Assist the Senior Adviser and Director of HR in the administration of restructures and redundancy processes

## Customer Care & Quality

- Be the first line support for all visitors and phone calls to the office
- Answer all queries within the shared inboxes in line with the Service Level Agreements
- Keep up to date with the business needs of the College and employee legislation changes that help improve the business
- Take a customer focused approach when delivering the overall HR service ensuring it is readily available to its customers
- Maintain all records, systems and procedures in accordance with the Data Protection Act

## Other:

- Maintenance of HR Database to include but not exhaustive, part time working patterns, bank holiday calculations, creation of new holiday years
- To administer the leavers process to include calculating outstanding/owed holiday pay and acknowledging resignations, conducting exit interviews, updating the system and the payroll team
- Oversee that all filing is kept up to date on a weekly basis and ensure regular auditing of personal files
- Updating the HR database with training completion
- Build strong relationships with a wide range of contacts and partners, both internally and externally
- To ensure confidentiality and integrity of all HR information in accordance with the Data Protection Act and other relevant legislation

## Other Responsibilities:

- Involvement with departmental projects that help process improvements and efficiencies when required.
- Be responsible for day to day supervision of the HR apprentice.
- To undertake professional development and training to contribute to individual and College development as agreed through the College's Performance Appraisal Scheme.
- Value diversity and promote equality of opportunity.
- Work within health and safety guidelines, ensuring a safe and secure environment.
- Adhere to College policies and procedures, including Data Protection and Quality Assurance and ensure confidentiality and integrity of all HR information in accordance with the Data Protection Act and other relevant legislation.
- To present the college in the best light at all times and ensure that all areas of personal activity comply with standards laid down by the college and relevant outside agencies.
- Ensure compliance with the Financial Regulations of the College



**NOTE:**

This job description is intended to provide a general guide to the duties and responsibilities of the post and aims to set this in the context of the framework within, which the post holder is expected to operate.

This job description should not be viewed as a legal document not a set of conditions of service and it can be received at any time in light of the needs of City College.

Any amendments to the job description will be discussed with the line manager and post holder and subsequently confirmed in writing.

This job description is correct at April 2016. It will be updated in consultation with the post holder as circumstances change.

**PERSON SPECIFICATION: Trainee HR Advisor**

Criteria	Essential	Desirable	How Assessed
<b>Qualifications</b>			
Level 2 (GCSE A-C English and Maths)	X		Application / Certificates
NVQ Level 2 business administration or similar	X		Application / Certificates
Certificate in HR Administration or Personnel Practice, or a desire to work towards obtaining an HR qualification/Recent Graduate		X	Application / Certificates
<b>Experience</b>			
Experience of working in a busy administrative support role	X		Application / Interview
Good working knowledge of Microsoft Office including Excel and Word	X		Application / Interview
Excellent customer experience	X		Application / Interview
Experience in dealing with DBS forms		X	Application / Interview
Experience working within Further Education		X	Application / Interview
Experience of working within an HR office		X	Application / Interview
<b>Skills and Competencies</b>			
Ability to effectively prioritise workload to meet service requirements workloads	X		Application / Interview
Ability to work with people at all levels both inside and outside of the organisation	X		Application / Interview
Excellent attention to detail and accuracy		X	Application / Interview
Multi-tasking in an extremely busy environment		X	Application / Interview
<b>Personal Skills and Attributes</b>			
“Can do” approach. Responds to the needs of the customer	X		Application / Interview
Professional and confidential manner	X		Application / Interview
Resilience	X		Application / Interview

Excellent organisational and time management skills	X		Application / Interview
Excellent written and verbal communication skills. Able to deal sensitively and assertively with people	X		Application / Interview
Ability to focus on attention to detail and meet deadlines	X		Application / Interview
Able to work as part of a team and support others to deliver to the needs of the customer and the College	X		Application / Interview
Adaptable to change	X		DBS check