

HR Assistant

Service: Central Services – HR Team

Responsible To: HR Business Partner

Salary: Points 15 - 19

Job Purpose

To support the HR team in providing an effective, professional, and timely operational service to Percy Hedley Foundation employees regarding HR services. To provide a comprehensive, flexible administrative HR and recruitment service to recruiting managers, advising on queries arising from the recruitment and selection process.

Main Duties

- Act as the first point of contact for HR queries. Manage the Percy Hedley HR mailboxes and direct queries as appropriate.
- Lead on contract administration for allocated services, producing, issuing and storing contracts and contract variations.
- Accurate and timely processing of payroll changes in the HR database system, ensuring consistency with pay structures and agreed terms and conditions. Liaise with payroll team where required.
- Proactively engage with managers and admin teams within services to understand their needs and provide excellent and effective customer service.
- Be the first point of contact for HR database queries, providing first line assistance to employees regarding the online self-service system.
- Managing and administrating the HR Database system (Select HR) and ensuring that the data and records are accurate and up to date at all times.
- Carry out general HR administration duties not limited to notetaking, sick pay notices, visa reminders, DBS applications and renewals.
- Timely processing of invoices, credit card statements and PO's
- Support the Recruitment team as required with the end-to-end recruitment process and provide support to managers, service administrators and candidates with queries.
- Support with data management, retention and archiving of information assets in line with documented timescales.
- Assist the HR team and Foundation managers in the provision of HR reports and management information.
- To regularly review operational systems and processes and identify more effective ways of working.

- To attend meetings as and when required to provide administrative support.
- Support Assistant HRBP's as required with the co-ordination of Occupational Health Clinics and services
- Actively promote reward, recognition and wellbeing services, sharing information through proactive initiatives and signposting employees to appropriate services.
- Keep up to date with changes in legislation, Foundation policies and best practice, ensuring on-going CPD requirements are met.
- Assist with the workload of HR team. To support and contribute towards the general HR department activities as reasonably required.

Person Specification

Essential Criteria

Skills and Knowledge

- Outstanding customer service skills
- Be able to demonstrate good interpersonal and communication skills (written and verbal) with a range of internal and external customers
- Highly organised with the ability to plan and prioritise workload to meet deadlines
- Excellent IT skills working with MS Office
- Strong database information system skills
- Proven ability to use own initiative and decision-making skills
- Ability to present information in a professional and credible manner through effective verbal and written communication skills
- Strong interpersonal skills and the ability to engage effectively with a managers and employees at all levels
- Current knowledge of HR best practice and employment law

Qualifications and Training

- NVQ 3 or equivalent in a relevant qualification or equivalent experience
- A good standard of literacy and numeracy skills

Experience

- Previous experience of working in a busy office environment
- Experience of supporting end-to-end recruitment processes

Personal Qualities

- A positive and can-do attitude and a willingness to undertake challenging tasks
- Self-motivated with the ability to manage your time effectively
- Ability to show empathy and confidentiality when dealing with sensitive information and difficult situations

- Team worker with the ability to work independently good teamwork and interpersonal relationships
- Energy, drive and enthusiasm
- Attention to detail
- Commitment to quality, continuous improvement, and service improvement
- A positive and creative thinker who is able to develop practical solutions
- Flexible and adaptable to meet the changing needs of the service

Desirable Criteria

Skills, Knowledge and Experience

- Knowledge or experience of Human Resources policies and procedures, terms & conditions of employment and equality and diversity
- Knowledge of safer recruitment practices within education or care sectors
- Knowledge and understanding of the issues affecting care, schools and education sectors and charities
- Knowledge of the services offered by the Percy Hedley Foundation
- Experience of recruitment administration
- Experience of recruitment in Education, Care or Charity sectors
- Experience of working with SelectHR

Qualifications and Training

- L3 or L5 CIPD qualification
- Associate membership of the CIPD

Organisational Standards

The Percy Hedley Foundation operates in a demanding and often changing environment. Members of staff must be flexible, adaptable, willing to face up to changing circumstances and new opportunities. The following list of duties and responsibilities must therefore be taken as a guide and is not to be comprehensive.

Professional Duties

- Participate in the review of the Foundations Policies, Procedures and Processes
- Participate in arrangements for the performance development review process
- Participate in arrangements for further training and professional development
- Keep up to date with changes or developments within your professional area
- Fully participate in the induction and training programme provided by the Percy Hedley Foundation
- Contribute to the professional development of other staff, including the induction of new staff.

Equality and Diversity

- Promote equality of access to education, training, and employment opportunities for disabled people, and advocate a positive attitude
- Recognise that disabled people are individuals who have specific needs
- Employ support strategies that will empower disabled people
- Show awareness of knowledge and display non-discriminatory behaviours at all times in relation to culture, race, ethnicity, disability, gender, sexuality, and age
- Recognise the importance of inclusion by using appropriate means of communication at all times
- Be flexible, trying to meet the changing needs of both disabled people and environment.

Discipline, Health and Safety

- Adhere to and promote Percy Hedley Foundation Health, Safety and Welfare policy at all times
- Purchase equipment from a recognised source
- Report all incidents and accidents to Health and Safety Officer
- Maintain a high standard of record keeping in line with Percy Hedley Foundation policies and procedures.

Safeguarding

- Safeguarding is everyone's responsibility.
- Percy Hedley Foundation have adopted recruitment and selection procedures, and other Human Resource Management processes, that help deter, reject, or identify people who might abuse vulnerable children/adults, or are otherwise unsuited to work with them.
- The Trustees/Governing Body are committed to promoting the welfare of children and young people/adults and staff are expected to ensure that the highest priority is given to following guidance and regulations to safeguard those in our care.

Confidentiality

- Respect confidentiality. All personal information about people using the foundations services to which you have access should be treated as confidential. Information about the people's needs, progress and assessment should only be shared with the team to aid support
- Remain objective and do not favour any gender, language or culture and comply with the Percy Hedley Foundation policy.

About Us

We are an ambitious, entrepreneurial, and innovative charitable business working in a person-centred way to meet the needs of people with disabilities and their families. We provide a range of high-quality services and seek out opportunities to inspire and support people with disabilities to achieve their ambitions. We believe that working together as one Foundation we achieve more than individual services would achieve alone. Our influence will be regional, national & international.

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Applicants should be aware that the post will only be offered to successful candidates subject to an Enhanced DBS check as well as other employment clearances.



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