**Job Description**

**NHS Professionals Limited**

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| Job Title: | HR Assistant |
| **Grade:** | L1 |
| **Location:** | Hemel Hempstead |

**Role:**

To provide full personnel administration support to the HR Team. Assist with the operation and continuous development of employment relations and other HR systems, policies and procedures.

**Responsibilities:**

* As a member of the Bank Member Employee Services (ES) Team, Support the operation of disciplinary and grievance processes, including inputting data and documents to the complaints and incidents system.
* Assist the HR team in providing advice and guidance on standard HR policies and procedures, terms and conditions of employment to managers and employees.
* To support the provision of induction and training for new team members.
* Providing general administrative support to the team including training/development, absence management and employment variations.
* Assist with employee services support to bank members, including managing and responding to service desk enquiries.
* Respond to telephone, voicemail and email messages in a timely manner.
* Assist in the preparation and distribution of internal communications.
* Support the implementation of key HR projects and initiatives.
* Maintain an effective filing system in both electronic and paper formats for HR records and associated documentation.
* Arrange meetings, training events, tele and video conferences.
* Take meeting notes as part of a formal hearing process.
* Act as initial point of contact with both internal and external customers, handle general flexible worker queries and help advise on organisational procedures.
* Establish and develop good working relationships at all levels and in all disciplines throughout NHSP as appropriate to facilitate the work of the HR team.
* Undertake any other duties as assigned.

**Accountabilities:**

* Record and input data for the reporting of HR and ES information.
* Provide data, figures and reports across a range of HR areas e.g. for attendance monitoring.
* Assist with the arrangement of HR meetings and hearings.
* To support in the absence of colleagues to assign and allocated support desk request to appropriate team members.
* To support in the absence of colleagues to take notes at internal team meetings and to distribute team post.
* Provide information and administrative support across a range of HR activities to managers and employers.

**Key Values:**

In addition to undertaking the duties as outlined above, the job holder will be expected to fully adhere to the following:

* **Equality and Diversity**

To act in accordance with NHS Professional’s Equality and Diversity Policy, this is designed to prevent discrimination of any kind.

* + **Health and Safety**

Ensure that all duties are carried out in line with NHS Professional’s Health and Safety Policy.

* + - **Corporate Image**

Adopt a professional image at all times.

* **Risk Management**

Responsibility for reporting complaints, incidents and near misses through the Complaints and Incidents Management System (CIMS)

Responsibility for attending health and safety training as required.

Responsibility for assisting with risk assessments.

* **Scheme of Delegation**

To comply the Scheme of Delegation this requires any employee to declare an interest, direct or in-direct, with contracts involving the organisation.

**Note:**

This job description outlines the roles, duties and responsibilities of the post. It is not intended to detail all specific tasks.

**PERSON SPECIFICATION**

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| **Criteria:** | ESSENTIAL *(When applying for this job it is important you fulfil all these essential requirements. If you do not, you are unlikely to be interviewed)* | DESIRABLE *(When applying for this job it is desirable you fulfil these requirements. However, if you do not, you may still apply and may be interviewed***)** | HOW IDENTIFIED A / C / I / P / R / T |
| **Qualifications and Knowledge:** | * 5 GCSE including mathematic and English * Certificate in Personnel Practice, or equivalent NHC, HND, NVQ level 3 in a related or equivalent knowledge. * Willing to undertake relevant Personal Development. | * Grad Member of CIPD * Knowledge of Employment Law | C |
| **Experience:** | * Experience in an HR office or similar environment. | * Experience of working within a busy NHS environment | A/L |
| **Communication and People Skills:** | * Ability to give informed HR advice on HR issues. * Ability to negotiate with people using tact and discretion, leaving customers satisfied with the outcome whilst maintaining NHSP’s HR policies. |  |  |
| **Organisational Skills:** | * Ability to deal with a demanding workload and remain calm under pressure. * Strong organizational/administration skills. |  |  |
| **Specialist Knowledge/ Skills:** | * Thorough and methodical. * Accurate * Able to work in a pressurised environment and work to tight deadlines. * Knowledge of Microsoft office software packages – such as word, excel, Access, Outlook etc. | * IT Certificate i.e. ECDL * Knowledge of HR Databases. |  |
| **Physical Skills:** | * Must be able to pass pre-employment assessment. |  |  |
| **Equality:** | * Candidates should indicate an acceptance of and commitment to the principles underlying NHSP’s Equality and Diversity and Health and Safety Policies. |  |  |

Key: A = Application Form C = Certificate I = Interview P = Pre-employment health screening R = References T = Tests/presentation