**Job Description**

**NHS Professionals Limited**

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| Job Title: | Human Resources Business Apprentice |
| **Grade:** | Apprenticeship |
| **Location:** | Hemel Hempstead |

To provide effective and efficient confidential, comprehensive administrative support to the Bank Member Human Resources Employee Resources Team whilst promoting a professional approach.

**Organisational Position (Illustrative)**

**Responsibilities**

* To manage HR Support Desk, responding to queries, allocating work to the team in a timely manner.
* To provide confidential administrative support in terms of dealing with general enquiries, establishing and maintaining office systems, ensuring office supplies and the maintenance of office equipment and arrangement of meeting rooms.
* To achieve a comprehensive understanding of the roles and responsibilities of the Bank Member ER Team in order to assist with the answering of emails, correspondence and enquiries on their behalf, with the minimum of supervision.
* To provide administrative support including production of documents using Microsoft products, such as Word, Excel, Outlook and PowerPoint and maintaining diaries.
* Maintain an effective filing system in electronic format via the Electronic Document Record Management System ( EDRMS)
* Co-ordinate meeting arrangements for team members as required
* Arrange meetings and hearings, ensuring venues and travel arrangements are made and communicated; relevant paperwork and agendas are circulated in good time, attend meetings to take minutes and identify follow-up actions arising from them
* Respond to telephone and email messages in a timely manner.
* Support the employee relations processes by ensuring that all relevant documentation is completed, circulated, stored and filed and processed on the HR database.
* Assist with the collation and presentation of information for statistical reports as required.
* To support the maintenance and provision of HR data from establishment lists as required.
* Taking Minutes at meetings including investigation meetings, disciplinary and appeal hearings.
* Supporting HR related training programs , workshops and seminars
* Manage the Employee relations work folders ( NDrive) and ensure all processes and policies are appropriately positioned.

**Accountabilities**

* To organise and maintain effective administrative procedures including the maintenance and control of documents ensuring they are kept fully up to date and the most current versions are in use.
* Assist in providing advice and guidance on standard HR policies and procedures, terms and conditions of employment to managers and employees. Escalating queries as necessary.
* Arrange meetings and hearings, ensuring venues and travel arrangements are made and communicated; relevant paperwork and agendas are circulated in good time, attend meetings to take minutes and distribute as necessary, identify follow-up actions arising from them.
* To provide a consistently high standard of practical administrative support using modern office technology, ensuring confidentiality is maintained at all times.
* To process HR related paperwork for individual employees as required and ensure accurate and appropriate records are retained in personal files.
* Maintain records, data entry and reporting on HR information.
* Be able to screen calls, ascertaining the validity and priority of calls with appropriate discretion and diplomacy.
* Continuously learn the latest HR best practices to improve workplace efficiency
* Managing both professional studies and work responsibilities

**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 with 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 & Knowledge:** | * 5 GCSE or equivalent including English and Math’s. * Certificate in Personnel Practice or equivalent * Excellent knowledge of Microsoft applications including, Word, Excel, PowerPoint * Willing to undertake relevant Personal Development. | * Working towards a Certificate in Personnel and Development (CIPD) or equivalent | A / C / T |
| **Experience:** | * Sufficient experience providing administrative support to a team * Experience of working in an HR environment * Demonstrable experience as either a secretary or as a departmental administrator * Excellent key board skills * Experience of preparing letters, reports and presentations. * Experience of providing support on HR Issues * Experience of attending meetings, taking minutes and distributing within appropriate time scales. | * Previous NHS experience * Experience of using the Electronic Staffing Records System | A / I / T |
| **Communication & People Skills:** | * Confident communicator with excellent telephone manner * Excellent written communication skills in order to write well-structured letters and Master documents to be used by the HR Team * Personal drive for high work standards/excellence. * Ability to work as part of a Team and provide consistent support * Use own initiative? |  | A / I / R |
| **Organisational Skills:** | * Proven organisational skills * Good time management skills. * Able to anticipate needs and requirements * Excellent prioritising skills and ability to be flexible in order to support a * team with changing priorities * Able to deal with changing volumes of workloads * Thorough and methodical. * Accurate * Able to work in a busy environment and work to tight deadlines. |  | I |
| **Specialist Knowledge/ Skills:** | * Attention to detail and high standards of accuracy * Supportive, flexible, adaptable and reliable * Able to use own initiative * Team worker * Understanding of need for confidentiality and ability to work with confidential data in a professional manner. * Basic knowledge of employment law, recruitment processes and best practice in Human Resource Management * Ability to work with a number of projects simultaneously * Able to use own initiative * Confidential and pro-active approach to work * Ability to work with sensitive and complex information as required | * Knowledge of current NHS Policies * Knowledge of and ability to use HR Databases. | I / T |
| **Physical Skills:** | * Normal office work requirements * Able to pass NHSP pre-employment checks |  | P |
| **Equality:** | * Evidence of having worked within environments where equality and diversity are critical * Candidates should indicate an acceptance of and commitment to the principles underlying Equality and Diversity and Health and Safety Policies. |  | I |

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