**Job Description**

**NHS Professionals Limited**

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| Job Title: | Employee Services Administrator |
| **Grade:** | SME1 |
| **Location:** | Hemel Hempstead |

**Role**

To provide effective and efficient confidential, comprehensive administrative support to the Corporate Employee Services Team whilst promoting a professional corporate approach.

**Organisational Position (Illustrative)**

A diagram of a company

Description automatically generated

**Responsibilities**

* Manage the support desk inbox; responding to queries as appropriate or escalating where needed;
* To provide confidential administrative support in terms of dealing with general enquiries;
* Respond to telephone, voicemail and email messages in a timely manner;
* Support the payroll and employee relations processes by ensuring that all relevant documentation is completed, circulated, stored, filed and processed on the HR database;
* Ensures the correct authorisation has been obtained for all pay requests in line with operational procedures;
* 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;
* Attendance and minute taking at weekly calls/meetings;
* Draft letters, obtaining Manager approval, and send out;
* Support the absence process and system as required;
* Updating and maintaining HR systems as required;
* Onboarding new joiners from offer stage through to payroll ensuring candidate experience is prioritised;
* Regular communication with candidates and hiring managers to enhance the candidate joining experience;
* Support and guide line managers with right to work process, ensuring compliance with legislation;
* Process DBS applications for candidates as required;

**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.
* 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.
* Answer all queries in line with SLA targets, ensuring escalation of any to achieve resolution within SLA;
* Follow all department procedures and processes, raising any queries with the appropriate Manager without delay;
* Run and send reports within timescales outlined in workflows;
* Draft, gain approval of, and send any communications within the agreed SLA.
* Proactively escalate any issues arising to the Senior Employee Services Advisor

**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.

**NHS Professional Limited**

**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. * Excellent knowledge of Microsoft applications including, Word, Excel, PowerPoint. * Willing to undertake relevant Personal Development. |  | A / C / T |
| **Experience:** | * Sufficient experience providing administrative support to a team. * Experience of working in an HR environment. * Demonstrable experience 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. * Experience of Onboarding Candidates | * 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. * Personal drive for high work standards/excellence. * Ability to work as part of a Team and provide consistent support. |  | 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 to support a team with changing priorities. * Able to deal with changing volumes of workloads. * Thorough and methodical. * Attention to detail and high standards of accuracy. * Able to work in a busy environment and work to tight deadlines. |  | I |
| **Specialist Knowledge/ Skills:** | * 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. * 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

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