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| **ROLE Title:** | HR Services Administrator | | **DAte:** | | **Febraury 2025** | |
| **GRADE:** | **B** | | **Business Unit:** | | **HR Services** | |
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| **Role** | | **Key Responsibilities:** | | **Skills / Knowledge / Experience:** | | **Competencies / Values** |
| **Role Purpose**:  The work of the HR Shared Services team is integral to supporting the business, line managers and employees in all things HR.  The HR & Payroll Administrator touches the colleague lifecycle at each stage of the journey, providing a high quality and consistent administration service across field based, contact centre and head office colleagues at all levels.  **Role Dimension:**  **Non-Financial:**  No direct reports, expected to deal with a day per week HR mailbox circa 200 – 300 mails per day in a diverse organisation  **Reports to:**  HR Services / Payroll Manager  **Relationships**  **Internal:** Colleagues at all levels within the business including the HR Team  **External:** Third Party Service providers, government bodies,New Starters | | **Key Outputs**  **Payroll**   * Processing permanent HR data changes in the HRIS including leavers, transfers and company data * Drafting and issuing contract change and leaver documentation for colleagues * Assist with the collation of data for the monthly payroll, querying anomalies and missing data * Monthly checking and validating payroll documents, providing clear instruction with the payroll provider * Critically reviewing any anomalies and escalating to the appropriate person * Review payroll errors and anomalies   **Advice and Guidance**  Provide timely day to day advice to line managers and employees on general HR related queries, requests and policies and procedures. Ensure that advice and service given to managers, employees and external organisations are of an excellent quality and delivered in a customer focused way escalating more complex issues to the appropriate person   * Contact point for self-service queries (myView) * Ensuring system data is correct and verified, liaising with the appropriate stakeholdeRS   **Administration**   * Responsible for the day to day administration and processing within a colleague’s lifecycle. Including statutory payments and deductions. * Producing the correct paperwork for contractual changes * Updating the HR/Payroll System with required information for payment and business reporting requirements * Provide Employment, Financial and Adhoc references including SAR requests * Critically reviewing any anomalies and escalating to the appropriate person   **Ad hoc**   * Provide ad hoc support to the HR Team and the wider business as and when needed * Recommendations for ongoing system and process development | | **Skills & Knowledge**   * Strong Customer Focus and drive to deliver * Ensure that advice and service given to managers, employees and external organisations are of a high quality and delivered in a customer focused way * Excellent administration skills * Strong computer skills across the full range of Microsoft Office applications, in particular, Excel, Word and the use of mailmerge * Prior experience in a payroll capacity * Excellent attention to detail * Self-motivated with the ability to work effectively within a team and share best practice * Friendly and approachable manner, able to build and sustain relationships based on trust at all levels * Exceptional oral and written communication skills able to communicate confidently and comfortably. * Commercially aware * Ability to maintain confidentiality and manage data securely – awareness of GDPR * Flexibility in approach and ability to adapt to a changing environment * The ability to work independently and problem solve * An ability to work well under pressure to strict deadlines * Good organisational ability and time management * Recommending and implementing Change   ***Experience***   * Experience in HR Administration and an understanding of HR processes (payroll processes highly desirable) * Experience of working in a shared service team (desirable) * Experience of a diverse work force with different terms and conditions * Experience of high volume turnaround * Ability to manage multiple priorities (at times conflicting), remain focused under pressure and support work extended hours when requested   ***Qualifications/FSA:***   * Minimum of 5 GCSE’s grade A-C * ‘A’ Levels or equivalent (desirable) * CIPD/CIPP qualified (desirable) | | **Core Competencies**  Achievement and Drive – Level 2  Building relationships  Level 2  Commercial awareness – Level 1  Customer service – level 2  Developing self and others – level 1  Interpersonal and influencing skills – level 2  Judgement and Decision making – level 1  Leadership – Level 1  Leading change – Level 1  Strategic Thinking – Level 1  Team Working – Level 2  You’ll need to exhibit behaviours consistent with our company HERO Values:   * **H**andle it Together * **E**xceptional Service * **R**aise the Bar * **O**wn It |