

ROLE PROFILE

POSITION	Human Resources Administrator		
TEAM	Human Resources	LOCATION	Coastline House
VERSION	5	LAST UPDATED	May 2020

PURPOSE OF ROLE	To provide effective administrative support to the Human Resources Team and to deal with basic HR queries.
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KEY ACCOUNTABILITIES

1. Recruitment administration, including: placing adverts on the website and intranet; circulating adverts; responding to vacancy enquiries; acknowledging receipt of application forms; issuing manager recruitment packs; arranging interviews; sending unsuccessful emails; and maintaining the Applicant Database.
2. New starter administration, including: issuing new starter documentation and processing on return; taking up references; checking eligibility to work in the UK; processing DBS checks (and every 3 years for existing colleagues); producing ID cards; placing orders for name badges; issuing door-entry fobs; issuing induction packs to managers; calculating holiday entitlement; chasing pre-employment checks; notifying Payroll of new starters; and maintaining the Starters Spreadsheet.
3. Leavers administration, including: acknowledging receipt of resignations; calculating holiday entitlement; notifying Payroll of leavers; and maintaining the Leavers Spreadsheet.
4. Maintaining ichris (HR software) including: adding new starters; making changes; entering absence; and archiving leavers.
5. Maintaining other HR systems including: HR filing; DBS tracker; archiving leavers files, etc.
6. Maintaining an adequate stock of stationery for the HR office, electronic key fobs, ID badges, etc.
7. General administrative support to the HR Team, including: processing contract changes; running reports from ichris; producing mail merges; taking notes at disciplinary/grievance/capability meetings; ordering flowers for colleagues, etc.
8. Providing administrative support to the Staff Forum, including: arranging meetings; issuing agendas; taking and distributing minutes.
9. Dealing with basic HR queries from both internal and external customers.

GENERAL OBLIGATIONS

1. Represent Coastline positively with all external agencies.
2. Service and support Coastline as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with Coastline's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with Coastline's policy and standards.

REPORTING

- Reports to the Human Resources Advisor

CONTACTS

Internal

- All managers across Coastline
- All colleagues across Coastline

External

- Agencies, Consultants, Job Centre Plus
- Members of the public
- Housing Associations
- Suppliers

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Personal Skills	<ul style="list-style-type: none"> • Ability to uphold our Values at all times: <ul style="list-style-type: none"> • Put our customers first • Strive to be the best • Be open, honest and accountable • Value each other • Assertive and tenacious • Confident in dealing with colleagues and managers at all levels. • Positive attitude • Calm and professional manner 	None.
Education & Qualifications:	<ul style="list-style-type: none"> • Good standard of education, with a minimum of Grade C GCSE Maths and English or equivalent • ECDL (European Computer Driving Licence)/Clait/RSA or equivalent • Willingness to work towards CIPD Certificate in HR Administration (<i>if post made permanent</i>) 	<ul style="list-style-type: none"> • CIPD Certificate in HR Administration or equivalent
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Administrative experience in a busy office environment • Experience in maintaining records • Experience of providing a high quality customer service, dealing with queries and providing advice. • Experience of minute taking 	<ul style="list-style-type: none"> • Experience of working in a HR Team

Job Related skills	<ul style="list-style-type: none"> • Excellent organisation and administrative skills. • High degree of attention to detail and ability to record information accurately. • Ability to work at a fast pace, manage a consistently high workload, and meet deadlines. • Excellent oral and written communication skills. • Excellent customer service and interpersonal skills. • Excellent IT skills including the use of Microsoft Outlook, Word and Excel and database applications. • Ability to follow instructions and procedures. • Ability to maintain confidentiality. • Ability to produce basic reports. • Ability to work independently, on own initiative and a good team player. • Proactive. 	None.
Other	None.	<ul style="list-style-type: none"> • Access to transport