



## Job Description

Title:	Administrative Assistant
Accountable to:	HR Manager
Responsible for:	Administrative support for HR and Health and Safety
Location:	National Office, Tancred Close, Leamington Spa. The role is office based, but there may be occasional travel required.
Contract Type:	Permanent
Salary:	£21,658 per annum
Working Hours:	Part-time - 30 hours per week
Benefits:	25 days holiday plus bank holidays (pro rata), Pension Scheme, Flexible working arrangements, Birthday leave after 2 years' service.

### Main purposes of the job:

- To provide accurate, efficient and customer focused administrative support for HR, including recruitment and selection, payroll input, general HR administration, new starter paperwork and ensuring employee records are updated.
- To provide accurate, efficient and customer focused administrative support for Health and Safety, including logging incidents and accidents, ensuring compliance checks and due dates are tracked for COSHH and general compliance
- Completing purchase orders for the charity
- To provide further general administrative support for the recording of complaints and compliments

### Key achievement areas:

- To act as a first point of contact for HR matters
- To work with the HR Manager in developing efficient administrative systems
- To provide an effective HR administrative service relating to the employee lifecycle
- To ensure accurate record keeping
- To coordinate recruitment for the organisation
- Assisting with the payroll function, with the input of information
- To maintain written and electronic records, ensuring that they are completed and up to date
- To take accurate minutes of meetings
- To ensure all work undertaken meets agreed standards and targets, and follows the policies and procedures of the Charity

### Recruitment and Selection

- To work with line managers in the recruitment of staff, following Safer Recruitment practices. This includes but is not limited to preparing recruitment documents, organising recruitment time tables, draft and place adverts, log application forms and CV's, coordinating advertising of vacancies, reference checking and interviewing when necessary

- Ensure that all recruitment administration is completed in a timely manner in conjunction with the appropriate line manager
- Ensure that all necessary employment checks including DBS checks, Right to Work, and references are completed

### HR Administration

- Supporting the onboarding and offboarding of staff, preparation of contractual paperwork and the updating of systems
- Liaising with the IT department to ensure that new employees have the appropriate IT equipment
- Administer and track the probation process, ensuring that 3 and 6 month probation meetings are carried out.
- Ensure resignations are acknowledged in a timely way
- Responsibility for HR Administration, and ensuring all records are up to date and GDPR compliant

### Health and Safety

- Annual audit of substances for COSHH
- Logging and filing all certificates for compliance
- Monitoring due dates of when compliance is due within the charity
- Logging incidents and accidents within the charity
- Reviewing incident/accident forms to ensure RIDDOR is activated if necessary
- Providing simple reports on policy compliance

### Other duties

- Maintaining the compliments log
- Logging all complaints and ensuring an appropriate Investigating Officer is assigned
- Maintaining policy review document and sending out policies for review
- Updating the staff manual as required
- Completing purchase orders for the charity
- Any other administrative tasks associated with HR, Health and Safety and Compliance as requested

### Personal responsibilities:

- The post holder must assume responsibility for their own professional and personal development (supported by Life where appropriate) to ensure their continuing competence to deliver Life's requirements.
- A key component of development is being fully aware of regulatory and legal requirements impacting on operational services and ensuring that all staff within those services are aware of and deliver their individual responsibilities

### **Safeguarding Children & Adults at Risk of Harm:**

- Safeguarding is everyone's responsibility, and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and adults at harm of risk.

- Familiarisation with, and adherence to, the appropriate organisational Safeguarding policies and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- All employees must ensure that they understand and act in accordance with this clause. If you do not understand exactly how this clause relates to you personally, then you must seek clarification from your immediate line manager as a matter of urgency.
- Equally, all managers have a responsibility to ensure that their team members understand their individual responsibilities with regards to Safeguarding Children and Adults at Harm of Risk.

### **Corporate behaviours:**

#### **All staff are expected to:**

- Work towards the charity's aims and objectives, and uphold its vision and mission
- Operate in line with our core workplace values which are:
  - Humanity – All people are special and equal
  - Solidarity – We're with you and for you
  - Community – We're better together
  - Charity – Doing good for one another
  - Common Good – Building a better world
- Demonstrate respect for others and value diversity
- Act responsibly regarding the health and safety of themselves and others
- Focus on the client and customer, both internally and externally, at all times
- Make an active contribution to develop the service
- Learn from, and share experience and knowledge
- Keep others informed of issues of importance and relevance
- Consciously review mistakes and successes to improve performance
- Act as an ambassador for the charity and always maintain professional standards
- Use discretion and sensitivity and be aware of issues requiring total customer confidentiality
- Demonstrate a flexible approach to their work
- Abide by and take responsibility for the obtaining, storage, processing and sharing of any personal data within the meaning of the General Data Protection Regulations 2018 and as defined in the relevant Life policies for all aspects of service delivery and working practice, paying particular attention to the protection of personal information in any form and by whatever means it is accessed by you.

In addition, all managers and supervisors will be expected to:

- Value and recognise ideas and the contribution of all team members
- Coach individuals to perform to the best of their ability
- Delegate work to develop individuals in their roles and realise their potential

- Provide support, feedback and guidance to all team members and encourage their team to achieve work/personal life balance

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post holder will perform. The job description will be reviewed regularly and may be changed in consultation with the post holder.

Post title:

Personal skill characteristics	Essential (Tick)	Desirable (Tick)
<b>Values &amp; Behaviours</b>		
Ability to demonstrate, understand and apply our workplace values. These are embedded in all roles and employees must evidence their attitudes/behaviours	✓	
Committed to the vision, mission and values of the charity	✓	
<b>Experience / Knowledge / Qualifications</b>		
Proven experience of working within a charity in a similar role		✓
Minimum 5 GCSEs (or equivalent) including English and Maths	✓	
A good level of literacy and numeracy	✓	
<b>Communication</b>		
Strong verbal and written communication skills	✓	
Communicates effectively and openly at all levels	✓	
Experience of communicating effectively with a wide range of people to identify their needs, preferences and demands	✓	
Ability to promote the charity to a wide range of individuals and external contacts	✓	
<b>Personal</b>		
Commitment to quality, customer service, best practice and best value in all aspects of the charity's operation	✓	
Ability to work with people at all levels	✓	
Positive outlook and approachable personality	✓	
Ability to work on own initiative	✓	
Handles pressure of meeting deadlines and supports others where possible	✓	
Ability to prioritise workload and plan time	✓	
Commitment to own personal and professional development	✓	
Ability to work as part of a team	✓	
Internal Use Only		
Approved By: Sarah Shirley/Karen Proudlock      Issue No: One		
Approved Date: 06/03/2024      Review Date:		