



**Building
stronger
families**
150 years

JOB DESCRIPTION

HR Administrator

HOURS:	37 hours per week
GRADE:	Family Action Grade 2 (lower)
DEPARTMENT:	Human Resources
REPORTS TO:	HR Business Partner
LOCATION:	Head Office based in Angel Gate, London. The job holder will be expected to work flexibly to meet the needs of Family Action. There may be occasional travel across the country.
FUNCTION:	Under the guidance of the Head of Human Resources, and in line with the Family Action values, support the work of the HR team in providing effective administrative support to the HR department and delivery of both the Organisational and Workforce Strategies.

PRINCIPLE ACCOUNTABILITIES:

1. To act as the first point of contact for phone queries to the HR department, taking messages and directing calls as appropriate.
2. To manage the HR inbox, responding to and processing all incoming correspondence, referring to colleagues when appropriate.
3. To open the department's incoming post and distribute accordingly.
4. To maintain accurate and up to date information in electronic staff files and staff database (SelectHR).
5. To administrate and produce HR correspondence for the entire employee lifecycle; including leavers, contract changes, maternity, sickness, annual leave, employment references, and ensure that payroll is informed of all relevant salary/staff changes by the payroll deadline.
6. To provide staff with front-line advice on basic queries regarding employment legislation, contractual entitlements, Family Action policies and procedures, and good practice.
7. To assist the HR Business Partners and Advisors with case work related note-taking and administration, including redundancy, disciplinary, and grievance, as required.
8. To code departmental invoices in line with financial procedures.
9. To administer Family Action's employee benefit schemes.
10. To administrate the exit questionnaire process and produce reports for management as required.
11. To support the HR Team to administrate the annual performance appraisal process.

12. To participate in monthly HR team meetings.
13. To carry out any other ad hoc administrative duties as required.
14. To cover the Recruitment Administrator's duties in their absence and support during busy periods.
15. To ensure you comply with Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
16. To comply with Family Action's Diversity & Equality Policy and our Ethical Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
19. To lead by example and demonstrate Family Action's values of **can-do, excellence, mutual respect, people focus**, and in your work, behaviour and in your professional relationships with colleagues, partners and service users.

PERSON SPECIFICATION

HR Administrator

1. Previous experience as an HR Administrator
2. Proven experience of working in a fast-paced office environment.
3. A good understanding of employment legislation.
4. Excellent IT skills (including experience of developing computerised systems and manipulating data to produce accurate management information reports)
5. Excellent oral and written communication skills including the ability to write employment letters and contracts, policies, procedures and reports.
6. Ability to explain policies to managers and champion best practice clearly and tactfully.
7. Discretion and the ability to handle confidential matters sensitively.
8. Excellent attention to detail.
9. Excellent numeracy skills.
10. Proactive and able to use initiative.
11. Excellent organisational and prioritisation skills, an ability to work flexibly and to meet deadlines.
12. Respect and reflect Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a. Being **people** focused
 - b. Reflecting a '**can do**' approach
 - c. Striving for **excellence** in everything we do
 - d. Having **mutual respect** for everyone we work with, work for and support through our services