Coast& Country	Job Description HR Administrator	
	Document Owner: Head of Human Resources & Organisational Development	Document No: HR-JD- HOHRA

Version No	Revision Date	Reason for Revision
001	December 2013	Initial Version

Directorate: Business Support Directorate	**Grade:** Band C
Division Human Resources & Development	**Job Evaluation Number** SHR602 (JE0536)
Reports To: HR Business Partner	**Responsible For:** N/A
Car User Status Casual	**Mobile Phone / PDA** N/A

Job Purpose:

To provide a comprehensive administrative service for HR & OD supporting the HR team.

Main Duties and Key Result Areas:

- Carry out all administrative functions to support the HR & OD team including but not exclusively:
- Recruitment administration from placing of adverts to appointments and references;
- Employment contract compliance administration, liaison with future employees and probation monitoring in conjunction with the line manager;
- Leaver administration including the recording of exit interviews;
- Job evaluation and reward & recognition administration;
- Processing of mail, including recording and distribution;
- Maintenance of personal files and filing system, electronic or otherwise;
- Production of standard documents and routine correspondence;
- Administration and note taking for HR lead meetings including ODSG and disciplinary/grievance hearings;
- Processing requests for eyesight tests and prescription applications;
- Data inputting, message taking and reception of the HR department;
- Upkeep of employee electronic records including recording and checking;
- Administer criminal record checks;
- Assist in the organising and administration of events where HR are expected to lead;
- Invoice processing;
- Day to day administrative duties to support the whole HR & OD team;
- Administration and assistance with development of any other schemes the company may adopt.

- Liaise with Managers, Employees and external bodies on HR matters where necessary.

Dimensions:

Management Responsibility

There is no management responsibility

Finance

Accounting for expenditure for a small amount

Environment:

ALL employees will be expected to:-

- Live the company values being fair, forward-thinking, accountable, customer focussed, open, transparent, proud and passionate, so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all, promote value for money, efficient services through the removal of system waste, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences

Problem Solving/ Decision Making:

Further advice should always be sought if there are any queries identified outside of current policies and procedures. Assist in identifying, through a variety of feedback mechanisms, changes and improvement needed to policies and procedures to ensure the best possible customer experience is offered.

Working Relationships:

To liaise with and create effective working relationships with C&C colleagues and teams, partners and stakeholders.

Signed: …….. Date: ……

Print Name: ……..

Attribute	Detail	Criteria		How Identified				
		Essential	Desirable	App Form	Interview	References	Test	Score
Skills/Abilities	Good communication skills	☒	☐	☒	☒	☒	☐	
	Ability to exercise high level of attention to detail on accuracy of work produced	☒	☐	☒	☐	☒	☐	
	Good organisation and co-ordination skills	☒	☐	☒	☒	☒	☐	
	IT literate (Word and Excel proficient)	☒	☐	☒	☒	☐	☒	
Knowledge	Sound working knowledge of office administration systems	☒	☐	☒	☒	☒	☒	
Experience	Experience of working to demanding and competing deadlines and service pressures/demands	☒	☐	☒	☒	☒	☐	
	Experience of minute/note taking	☒	☐	☒	☒	☐	☒	
Qualifications	NVQ Level 2 or equivalent level of education	☒	☐	☒	☐	☐	☐	
	Good standard of general education including English and maths	☒	☐	☒	☐	☐	☐	
Personal Attributes/ Circumstances	Excellent interpersonal skills	☒	☐	☐	☒	☐	☐	
	Commitment to further training / continuous learning and development.	☒	☐	☒	☒	☐	☐	
	Ability to establish good working relationships within and external to the Company	☒	☐	☐	☒	☐	☐	