

JOB DESCRIPTION

Job title: HR Administrative Assistant

Reports to: HR Manager (AskHR)

Location: Dimensions' Head Office, Theale

Purpose

The HR Administrative Assistant, as part of the AskHR team, will provide a professional Human Resources Administration function. Processing standard administration services and providing excellent customer service.

Key Responsibilities, Tasks and Outcomes

Customer Service

- Handle HR helpdesk queries in a responsive, customer-focused way
- Communicating effectively and confidently at all levels, over the phone, face to face and by email

Employee Administration

- Follow the ID card production process in a timely manner to allow our employees to gain access to the people we support in accordance with safe practice.
- Keep all employee records up-to-date by accurately logging new data onto Northgate and electronically scanning all documentation to the appropriate section of each employee's file.
- Have responsibility for maintaining the integrity of the Docuware electronic filing.
- Accurate and timely inputting into the company payroll system.
- Obtain suitable employee performance information from the Manager's Exit Report to form the basis for future references.
- Monitor and supply accurate, informative employment references for our previous employees, so building good relationships with other providers within our sector and promoting a healthy exchange of useful information.
- Manage the entire DBS application process in a timely and accurate manner to minimise errors and delays.
- Check, countersign and accurately log all DBS applications within agreed strict timescales.
- Review and log all returned disclosures, informing appropriate recruitment personnel of the outcome

- Complete external ID verification checks in accordance with Route 2 of the DBS ID checking guidance.
- Review the ISA referral packs received from regions and check for completeness before submitting

Other

- Act as a comprehensive administration support function to the HR Department for ad-hoc tasks and future organisational projects.
- Undertake other duties from time to time as required by the AskHR Manager Head of HR.
- Maintain employee confidentiality in accordance with our data protection policy and procedure.

This job description is not exhaustive and reflects the type and range of tasks responsibilities and outcomes associated with the role within Dimensions

PERSON SPECIFICATION

JOB TITLE: HR Administrator

CRITERIA	RATING
QUALIFICATIONS	
Training in Office Manual Handling and Fire Safety	Desirable
Qualification in IT skills or Business Administration	Desirable
KNOWLEDGE	
Knowledge of the current challenges facing organisations delivering social care	Desirable
Knowledge of scanning filing and/or HR systems e.g. Northgate	Desirable
EXPERIENCE	
Previous experience of working in a high volume administration function	Desirable
Previous experience of working in a customer-focused department	Desirable

SKILLS	
Able to work well in a team environment	Essential
Able to work within well-structured processes	Essential
Ability to manage workload and prioritise effectively	Desirable
Works with accurate attention to detail	Essential
Ability to communicate effectively via emails and written communications	Desirable
Ability to work on own initiative	Desirable
Able to provide a professional image to external customers	Essential
Ability to effectively use computer software including Microsoft Outlook, Word, Excel and HR software	Essential
ATTRIBUTES	
Able to maintain confidentiality and professionalism	Essential
Be approachable	Essential
Act as a reliable and supportive team member	Desirable
To demonstrate commitment to equality, inclusion and the values of the organisation	Essential
Is flexible and able to adapt to change	Essential