

JOB DESCRIPTION

JOB TITLE:
Human Resources Assistant

REPORTS TO:
Human Resources Adviser

1. JOB PURPOSE

To provide confidential administrative support to the Human Resources department and guidance to managers and employees on the application of HR policies and procedures.

To deliver department / organisational objectives and strategy as part of the team.

To ensure the operation and service provided by the department is

- **Safe**
- **Effective**
- **Caring**
- **Responsive**
- **Well led**

and fully compliant with all

- Legislative, statutory and regulatory requirements
 - Internal policies, procedures, and guidelines
 - The highest standards of service delivery, corporate culture and personal values
-

2. PRINCIPAL ACCOUNTABILITIES

2.1 To ensure care provided is **SAFE**

- In accordance with David Lewis policies, be familiar with and regularly refresh knowledge of the Aspects and Indicators of Abuse in relation to the protection and safeguarding of children/young people and vulnerable adults and to report all concerns, suspicions, allegations and incidents to the Lead Person without delay.
- To ensure that all health and safety responsibilities are discharged to protect the health and safety of self, employees, service users and visitors and comply with best practice and legal requirements.
- Maintain a register of Disclosure and Barring Service (DBS) applications and ensure DBS checks are completed for all employees every three years.
- Maintain records and databases for Nursing PIN numbers, Doctors' registration numbers, Eligibility to Work in the UK records, DfES checks, and bank staff, and ensure timely reminders are sent to staff as appropriate.
- Ensure all new staff have complete and accurate personnel files / records.

2.2 To ensure care provided is **EFFECTIVE**

- Produce letters and other documents to support the HR function.
- Open incoming mail and distribute items to members of the HR team as appropriate.
- Maintain personnel records on the HR/Payroll system, operational spreadsheets and databases and ensure individual files are complete, up to date and comply with company / regulatory requirements.
- Produce management information and reports on a regular and ad hoc basis including monthly reports for Scorecard purposes on absence, discipline and grievance and appraisals, and any other ad hoc requests as required.
- Monitor probationary review dates and completed review documentation to ensure quality and consistency. Issue letters of confirmation and record completion on the HR system.
- Process Staff Absence Notification Forms upon receipt, ensuring that the relevant policies are being adhered to and monitoring the completion of absence reviews.
- Ensure that appropriately authorised paperwork is completed for any changes to employees' terms and conditions of employment. Issue letters of confirmation and record changes on the HR system.

- Complete relevant paperwork in relation to maternity and retirement, updating the records regularly and informing Payroll / Line Manager's as appropriate.
- Process leavers as required ensuring all relevant paperwork and records updated. This may involve the undertaking of the exit interview process and escalating any issues that may arise.
- Complete recruitment activities for assigned vacancies and participate in the planning, organisation and delivery of specific activities such as Recruitment Days and Open Days. Activities will include co-ordinating the recruitment process from advertising, through to enquiry application, shortlisting, interview arrangements, job offers, references, DBS applications and other employment checks. This may also involve taking part in the interview and selection process as required.
- Undertake the delivery of training and Induction as required.
- Answer routine HR enquiries received by e-mail, telephone or in person and advise employees and managers as appropriate regarding the relevant policies, procedures and / or processes.
- Maintain departmental stationery supplies.
- Work as part of the HR team to ensure quality and accuracy of work by conducting checks of employee files, letter and contracts prior to completion.
- Co-ordinate projects and participate in working groups as required.

2.3 To ensure care provided is CARING

- To promote and support awareness of equal opportunities and to ensure that bullying, harassment and intimidation are not tolerated.

2.4 To ensure care provided is RESPONSIVE

- Work as a team covering departmental absences when required, assisting with the completion of tasks and activities.

2.5 To ensure care provided is WELL LED

- To assist with the development of objectives or projects relating to HR at David Lewis
- To work within defined department/team and organisational policies

2.6 General

- To assist with any other Ad Hoc duties required as and when the business may require them.

3. PERFORMANCE MEASURES

- Quality of relationships with staff and other professionals, measured by performance against departmental Service Standards through feedback, 1:1 meetings and observation.
- Line Manager satisfaction with quality of work produced, competence level, all measured by feedback, performance appraisals and ongoing performance management.
- Development of professional skills measured by enhanced competence and attainment of qualifications.

4. KEY COMPETENCIES

- **Customer Focus:** ability to recognise, understand and meet customer needs.
- **Communication:** strong written and verbal skills
- **Planning and organizing:** prioritise workload to meet the needs of the business and its customers. Manages own time well to meet competing priorities
- **Adaptability:** adapts quickly and flexibly to new demands and change
- **Positive attitude:** shows resilience and reliability under pressure
- **Delivery of Results:** delivers results on time and with attention to detail
- **Expertise:** applies best practice; customer focus: understands how policy impacts on staff and service users

- **Team Working:** work as a part of the HR team to ensure that departmental objectives and support for operational areas are delivered with a high level of customer service and on-time
- **Initiative:** ability to anticipate problems/ errors and pro-actively provide solutions.

5. KNOWLEDGE, SKILLS AND EXPERIENCE

- Possess A level or equivalent qualification
- Ideally possess or willingness to study towards CIPD qualifications
- IT literate - familiar with the range of Microsoft Office products e.g. Word, Excel and Outlook
- Exceptional organisational, administrative, literacy and numeracy skills
- Team player
- Ability to use initiative
- Able to work to tight deadlines
- Approachable and helpful with good communication skills
- A respect for confidentiality
- Experience gained in an HR environment would be preferable

Disclosure and Barring Service (DBS) Checks: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. The level of check which will apply shall be an "Enhanced" level check. Information about this disclosure can be found at www.gov.uk. To prevent abuse and implement good practice David Lewis ensures that recruitment practices are robust and rigorous and that all staff employed have up to date and acceptable references, a full and complete employment history, an Enhanced DBS check.