

## JOB DESCRIPTION

<b>Department:</b>	Admin
<b>Job Title</b>	HR Assistant
<b>Accountable To:</b>	Director of HR and Volunteering
<b>Accountable For:</b>	Supporting HR Volunteers & Interns
<b>Based At:</b>	Head Office
<b>Salary:</b>	£20,000 - £22,000 (pro ratad)
<b>Job Purpose and Context</b>	
<p>This generalist HR role will provide support and guidance to employees on all HR related matters. Providing an efficient HR administration service for new starters, leavers and recruitment processes.</p> <p>A key deliverable will be to support the smooth running of the HR department, with responsibility for providing a comprehensive and effective HR administration service across a full generalists' remit, including recruitment processes, contractual documentation and induction, ensuing a positive new joiner experience</p> <p>The post holder will observe strictest confidence, live the Rainbow Trust Values and effectively communicate with our employees, volunteers and suppliers over the telephone, email and face to face.</p>	
<b>Areas of Responsibility</b>	
<ul style="list-style-type: none"><li>• Produce offer letters, contracts, welcome packs, take references, create personnel files, manage DBS applications and monitor induction/probation to ensure effective on-boarding</li><li>• Manage the intern scheme (including internal follow-up to ensure effective line management), working with colleagues to identify role descriptions and developing external relationships to fulfil them</li><li>• Produce and file HR administrative letters, updates, reviews, forms and records</li><li>• Deliver internal training workshops to provide best practice HR support</li><li>• Maintain HR records/checklists (both on-line and off-line) ensuring they are current and accurate, in order to produce timely monthly management reports and conduct effective monitoring</li></ul>	

<p><b>Leadership and Strategy</b></p>
<ul style="list-style-type: none"> <li>• Provide guidance and direction for volunteers and interns</li> <li>• Review and recommend enhancements to intern programme and other HR initiatives</li> <li>• Commit to Performance Management Process and develop stretching objectives to meet business plan</li> <li>• Take responsibility for own professional development</li> <li>• Professionally represent the department and the charity internally and externally</li> <li>• Live the Rainbow Trust Values</li> </ul>
<p><b>Operational and Project Planning</b></p>
<ul style="list-style-type: none"> <li>• Add new roles to our website and provide timely administrative support to recruiting managers to support the interview process</li> <li>• Monitor the PDR forms, analysing training needs and source pro-bono training where possible</li> <li>• Create monthly internal training reports for the HR Director to present at SLT</li> <li>• Ensure maternity, paternity and parental leave is managed appropriately</li> <li>• Take individual responsibility for meeting agreed outcomes and objectives</li> <li>• Monitor work programme progress and report any variance</li> <li>• Organise own time and resources effectively and use initiative</li> </ul>
<p><b>Working with Customers and Service Delivery</b></p>
<ul style="list-style-type: none"> <li>• Produce identity cards for all new starters and relevant volunteers</li> <li>• Conduct exit interviews with all leavers and feedback as required</li> <li>• Conduct timely induction progress meetings with all new starters and feedback to people managers</li> <li>• Provide best practice HR support via telephone, email, face-to-face and through delivering training workshops</li> <li>• Relay information and supporter contact via the required internal mechanisms</li> <li>• Deliver direct services to both supporters and colleagues to acceptable professional standards and corporate guidelines</li> <li>• Develop and maintain relationships with external training providers and Universities to support staff to be the best they can be and remain an employer of choice</li> <li>• Report any complaints received to the team from supporters, suppliers or any other external or internal contacts</li> <li>• Support people managers with disciplinary and grievance meetings, minute taking as required</li> </ul>
<p><b>Developing, Maintaining Systems and Procedures</b></p>
<ul style="list-style-type: none"> <li>• Regularly update relevant trackers to ensure process is followed and HR deadlines are met</li> <li>• Ensure absence is recorded on the HR database and is supported by relevant paperwork (eg fit notes, return to work notes)</li> <li>• Ensure data relevant to areas of responsibility and activity is adequately recorded and stored in the HR database</li> <li>• Ensure all new starters are inputted onto the HR database, accurately and in a</li> </ul>

timely manner

- Liaise effectively with external suppliers (eg recruitment agencies, payroll bureau) to deliver excellent HR service
- Utilise and interrogate data to monitor progress towards individual objectives
- Contribute to wider data collection and analysis exercises across the department
- Effectively use HR database and suite of MSOffice products to keep records current, complete and accurate
- Complete regular data cleaning exercises
- Ensure compliance with data protection guidelines, GDPR and corporate policy
- Maintain accurate filing system for the HR team

### **People Management and Development**

- Inspire and provide advice and support to volunteers and interns under the direction of line manager and to Volunteer Management guidelines
- Monitor interns work programmes and report back to a line manager
- Recognise and value the contribution of volunteers and interns

### **Team Working and Collaboration**

- Act as a source of knowledge and expertise on HR related matters and provide timely advice in line with policies and procedures
- Work closely with finance team to ensure payroll and expense claims are processed accurately
- Collaborate effectively with colleagues across the department and organisation in order to deliver to deadline and meet objectives
- Proactively participate in team meetings
- Contribute to team building initiatives and activities including SBI feedback

### **Special Conditions**

- Some UK travel may be required very occasionally
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.