



St Joseph's Hospice, Hackney  
Job description

**Job title:** HR Assistant

**Responsible to:** Assistant HR Business Partner

**Responsible for:** No one, however an ability to manage your time and projects effectively is required as is close cooperative working with the HR Coordinators whilst also supporting the HR Business Partner

**Basic function**

To assist in the ongoing development and provision of an effective and efficient Operational HR service as part of the HR Department ensuring a high standard of customer service is provided by acting as the first point of contact for all HR queries and escalating second line queries to the relevant HR Coordinator. To work with the HR Team in the execution of their people duties and to ensure the HR department takes ownership of its own processes thus ensuring that HR Policies, procedures and standards are applied in line with the Hospice's values.

**Organisational context**

St Joseph's Hospice was founded in 1905 by the Religious Sisters of Charity who retain an interest in the oversight of the Hospice. The Hospice is working to achieve Vision 2024, which has five key strands: patients, enterprise, estates, funding and fundraising, and human resources. The Hospice seeks to be an outstanding provider of palliative and end of life care. Each employee is critical to delivering and maintain those standards in accordance with the Hospice's core values.

**Discretion to act**

The post holder is free to act in the execution of their duties referring to the line manager for instruction, advice and guidance and referring matters that are outside the remit of the role to the line manager or the department director.

**Scale and impact**

Management responsibility for no direct reports and no indirect reports

Budget £ N/A however careful stewardship of the Hospices resources is required

**Principle Accountabilities**

**All principle accountabilities are to be delivered within laid down response timescales**

**1. Service Delivery**

1. To be the first point of contact for telephone, email, in person and postal queries, forwarding them to the relevant Coordinator when necessary. Respond to all first line queries in all HR inboxes including but not restricted to reference requests and annual leave queries.
2. To build effective working relationships with people across the hospice by providing them with credible and timely advice in line with policy and the staff handbook.
3. Providing support for the recruitment, resourcing and onboarding process.

4. Providing support to the HR Coordinators with the administration of the absence management process.
5. Contribute to effective file management by undertaking filing alongside the HR Team.
6. To be responsible for the maintenance and compliance of all DBS checks and professional registrations. Refer any expiring checks to the relevant HR Coordinator and line manager.
7. Supporting the HR Business Partner in all areas of HR delivery.
8. To work alongside the HR Team for ensuring integrity of the HR systems.
9. To support the audit process ensuring compliance with CQC standards are consistently met.
10. To ensure all personnel physical filing and e filing is kept up-to-date and filed accurately and efficiently in line with the hospices file management procedures and GDPR.
11. Take minutes at key meetings i.e. HR Team Meeting, Six-Weekly team meeting, ED&I meeting, HR Committee meeting.

## **2. Recruitment Support**

1. To be the first point of contact for recruiting managers and candidates throughout the recruitment process, advising on timescales, interview panels and process.
2. To ensure managers feel supported whilst completing recruitment related paperwork.
3. Draft and publish effective and attractive adverts to relevant boards including NHS Jobs and iRecruit.
4. To organise and coordinate interviews and tests ensuring recruiting managers feel supported.
5. To assist with the management of the on boarding process by ensuring the relevant paperwork and information is complete for all new starters, including references and other clearances including DBS, Qualifications, professional registrations, medical clearance, offer letters and contracts of employment.
6. To be responsible for all fobs and name badges to be ready in time for new starters first day at work.
7. To organise and partake in new starter HR inductions.
8. Maintain the HR area of intranet and website including the placements of adverts.
9. To support and participate in the job evaluation process.

## **3. HR Systems / Data Administration**

1. To manage, administer and report on the professional registration and DBS renewal process to ensure compliance does not drop below 100%.
2. Contribute to the development and maintenance of the HR Portal and Deputy Rota management system by ensuring information is updated in a timely manner.
3. Be the first point of contact for queries on pay, the HR Portal and Deputy - escalating queries to the Line Manager or Payroll Supervisor when appropriate.
4. Assist with payroll processing via the HR portal; this will include setting up new starters as well as processing absences, changes and leavers.
5. Process routine HR communication e.g. maternity, probationary, change, increment and leaver letters.
6. Process employee benefits expenses and allowances.
7. To support the HR team in collecting and compiling HR Metrics data for periodic reports using the CIPHR report function.
8. Support the HR Coordinators to maintain the process trackers

#### **4. Personal development**

1. Identify your own learning and development needs in order to meet the key requirements of the post.
2. Take responsibility for linking your own development needs with the Hospice appraisal and objective setting process.
3. Take responsibility for your own continuing development by undertaking specific areas of work/projects to develop new skills.
4. Take responsibility for your own professional development, including keeping up-to-date with relevant professional and other developments in HR at local and national levels
5. Engage in supervision to support your personal and professional development.

#### **5. Equality, diversity and inclusion**

Comply with and promote St Joseph's Hospice Equal Opportunity Policy and avoid any behavior, which discriminates against colleagues, potential employees, patients/clients or their families on the grounds of sex, marital status, race, age, belief, colour, nationality, ethnic or national origins, religion, disability, creed, class, gender, sexual orientation.

#### **6. Mission & core values**

All Hospice staff are expected to work in line with St Joseph's Mission & Core Values as these precepts act as a value base which directly influence how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect, care is ultimately for the benefit of patients. The Mission and Core Values are an integral part of all job descriptions, the probationary period and performance and development reviews. (Full details attached).

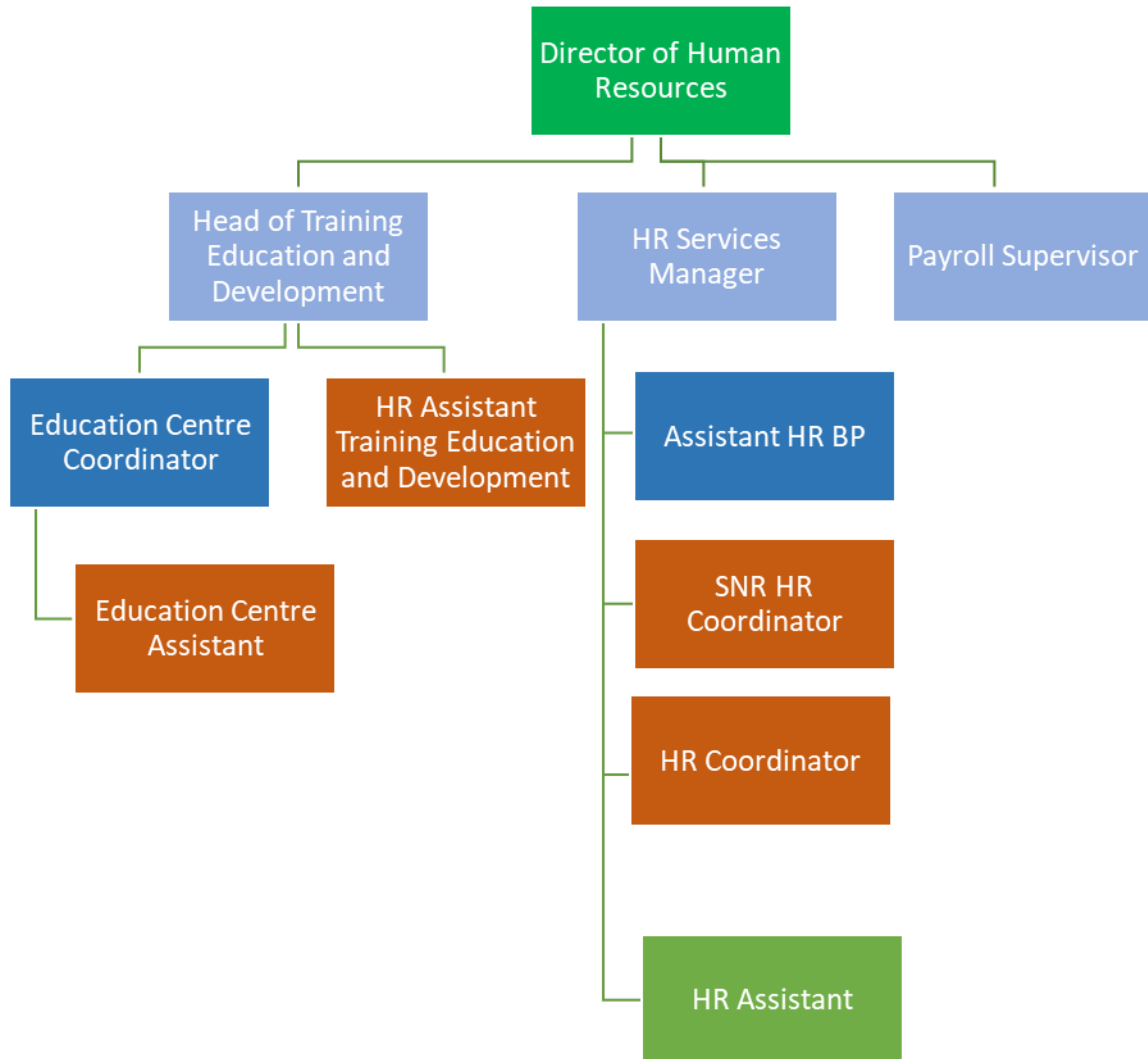
#### **7. Environment and sustainability**

Comply with and promote the Hospice's environmental policies, which stem from our core values. Promote environmentally sustainable practice and development and avoid any behaviour, which undermines environmentally sustainable practice and development throughout the Hospice services and departments.

#### **8. Health, safety and welfare**

Ensure a safe working environment and be aware of responsibilities under the Health and Safety at Work Act, taking appropriate action in the event of an accident to patients, staff, self or any other person in the work area.

St Joseph's Hospice operates a no smoking policy.



**ST JOSEPH'S HOSPICE**  
**PERSON SPECIFICATION - HR Assistant**

CRITERIA	ESSENTIAL	DESIRABLE	HOW TESTED
<b>QUALIFICATIONS AND KNOWLEDGE</b>			
Q1 Prior experience as an HR Assistant in a busy professional working environment	✓		<b>Application form and Interview</b>
Q2 CIPD Qualified CIPP or CIPD L3 or be willing to work towards a qualification		✓	<b>Application form</b>
Q2 Understanding of the principles of good HR Support as an administration expert and how that might apply to this role		✓	<b>Application form and Interview</b>
<b>TRAINING AND EXPERIENCE</b>			
E1 Demonstrate evidence of method that is used to keep knowledge up to date		✓	<b>Interview</b>
E2 Successful prior experience in an HR Administrative environment	✓		<b>Interview and Test</b>
E3 Prior experience of working in the not for profit sector		✓	<b>Application form</b>
E4 Sound numeracy skills, able to produce statistics and basic payroll information	✓		<b>Test</b>
E5 Able to maintain confidentiality and act with discretion, sensitivity, diplomacy and tact.	✓		<b>Interview and Test</b>
E6 IT literate and a competent user of MS Office suite of packages and with working knowledge of using databases and experience of accurate data input.	✓		<b>Application form and Interview</b>
<b>COMMUNICATION AND PEOPLE SKILLS</b>			
C1 Excellent interpersonal and communications skills,	✓		<b>Interview</b>
C2 Able to work cooperatively with people	✓		<b>Interview</b>
C3 to have a working understanding of what it means to support with managers in the execution of their people management responsibilities		✓	<b>Interview</b>
<b>PLANNING AND ORGANISATIONAL SKILLS</b>			
P1 Flexible and adaptable approach to managing and prioritising a high workload and multiple tasks/ deadlines	✓		<b>Interview and Test</b>
P2 A proactive approach with the ability to work using one's own initiative whilst knowing where those limits lie	✓		<b>Interview</b>
P3 Demonstrate strong HR administrative skills with the ability to work in a systematic, efficient and organised way	✓		<b>Interview and Test</b>
<b>OTHER</b>			

O1 Willing and able to conduct oneself in accordance with the Values and Behaviours Framework of St. Joseph's Hospice	✓		<b>Interview</b>
O2 Feel comfortable working in a Hospice setting	✓		<b>Interview</b>