



HR Administration Assistant

WHAG is a leading charity delivering quality support services to vulnerable homeless women, young parents and women men and their families who are affected by domestic abuse, across the of North West England. Improving the safety and life opportunities of the people who use our services and supporting them in their recovery.

We support the people we work with to overcome the experiences they have had. We empower them to build up the skills and resources they need to take control of their own lives, access a tenancy of their own and maintain a quality of life in the long term. We give them the information they need to make positive choices about their futures.

As well as delivering courses to our staff WHAG delivers Healthy relationship training to employers and schools to assist in the education and prevention of Domestic abuse.

Our Vision - To support and empower vulnerable women and those affected by domestic abuse.

Our Mission - End Domestic Abuse, Homelessness, and relationship breakdown.

Our Values - Empowerment, Choice, Change, Strength

Guiding Principles - Our guiding principles help define how we will act at all times through the development and delivery of WHAG in the future.

Be non-judgmental and supportive at all times.

Ensure trauma-informed, flexible support is accessible to all those in need

Support individuals to take responsibility and accountability for their actions

Support individuals, partners, and families to live independently within the community of their choosing.

Help develop new knowledge and create new skills for individuals and families to make better life choices.

Provide positive alternatives to current services and resources available in a community.



WHAG has a strong values base, embedding, empowerment, choice, strength and change into or organisation. We are looking for staff that can deliver person-centred, trauma-informed services, are innovative, trustworthy, can do, self-motivated and excellent at all times, so it is important that you are as passionate about these principles as we are.

JOB DESCRIPTION

Job Title:	HR Administration Assistant
Reports to:	HR Manager
Location	Rochdale - Travel to other sites will be required occasionally but may be require assisting with other projects
Responsible for	HR Administration
Date Reviewed	September 24

Overall Aim

The HR & Administration Assistant will **support the HR team in providing an efficient and streamlined service to WHAG for all HR-related administrative tasks**. This role has a wide remit which includes the efficient and effective smooth running of WHAG's HR functions enabling WHAG services to be delivered and being an effective team member.

You will act as an integral part of the HR Team offering support to the wider business

Requirements

- Qualification or equivalent to Diploma/ Degree/NVQ 2 or equivalent work level experience and the willingness to achieve a level CIPD HR Level 3, relevant qualification
- Ability to work across WHAG's contract areas and travel for training and meeting purposes.
- Access to a car for work purposes.
- Ability to work flexible hours including evenings, and weekends when required

Job Description

The list does not cover the full scope of tasks and responsibilities of HR & Administration Assistant but illustrates some of the areas of emphasis for this post.



Key Objectives

1. To be accountable and responsible to the HR Manager and ultimately the CEO for effective HR and administrative support.
2. To deliver HR administration to the highest quality, using reflection to improve practice.
3. To ensure that the delivery of HR administration is underpinned by a commitment to anti discriminatory practice and equality of opportunity.
4. To work within WHAG's Policy and Procedure.

Key Tasks and Responsibilities

This list is not exhaustive

1. Assist with the day-to-day operations of the HR department
2. Handle administrative tasks such as filing, data entry, answering emails, and preparing documents whilst maintaining confidentiality.
3. To develop and maintain administrative systems and procedures to provide administrative support for HR projects. Such as arranging meetings, collating and circulating papers, preparing statistical reports, entering data on IT systems and following up action points.
4. Manage HR-related correspondence, including inquiries and requests from employees and producing and sending out letters when required as appropriate.
5. Organise and maintain HR records, including employee files, forms, and documentation.
6. To provide HR administrative support for the recruitment, onboarding and off boarding process, ensuring processes are followed and deadlines are met.
7. Management of processing all new starters on the Employee Portal, Teams, Slack and Sage HR, ensuring all colleagues are added with the correct permissions and provided with relevant equipment and identification.
8. Maintain and update employee records, both electronic and physical, ensuring records are up to date and compliant with legal and company regulations.
9. Ensure compliance with charity policies, employment laws, and data protection regulations (GDPR, etc.).
10. Assist in preparing reports on HR metrics such as turnover rates, headcounts, and absenteeism.
11. Administrative Support with training processes including keeping the training and development matrix updated, and maintaining an up-to-date training record for all employees, including arranging training and any associated, travel and accommodation.
12. To support the HR team with reviewing current policies and processes and keeping the policy and process table up to date with relevant legislation.



13. To support the HR team with reviewing current HR processes and implementing ideas to improve HR function
14. Support in ensuring the head office email and telephone inbox is kept at a manageable level with all queries responded to within a 24-hour period.
15. Reception work, including dealing with enquiries in person, by telephone and e-mail and providing administration and reception support.
16. Manage enquiries and the booking of rooms whilst, following processes to a high standard.
17. Identify and prioritise own workload to ensure that objectives are met
18. Administrative support and research with employee benefits.
19. Update HR Systems to recognise birthdays and long services in line with birthdays and anniversaries.
20. Ownership of the long service scheme and to issue the long service awards in line with the Employee long service anniversary.
21. Liaising with the payroll team to provide documentation to ensure an effective working relationship is maintained.

Responsibilities shared with all staff

1. To ensure that the values and principles underlying WHAG's services are maintained and developed.
2. To participate in regular supervision and annual appraisal and help in identifying your own job-related development and training needs.
3. To work at times other than office hours to attend meetings, participate in networks, and fundraising events and ensuring that the service is accessible.
4. To undertake any other duties that may be required which are appropriate to your role
5. To be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.
6. To work at times other than office hours to attend meetings, participate in networks, and fundraising events and ensure that the service is accessible.



Person Specification

Experience and Knowledge of	Essential	Desirable
GCSE English Grade 5 or above	X	
GCSE Math's Grade 4 or above	X	
HR certification (e.g., CIPD, SHRM) or willing to work towards level 3	X	
Proficiency in MS Office (Word, Excel, Outlook and PowerPoint), and excellent IT skills, including navigating the Internet	X	
Ability to maintain confidentiality and handle sensitive information	X	
Strong organisational and administrative skills	X	
Attention to detail and ability to manage multiple tasks.	X	
Excellent interpersonal and customer-facing skills	X	
Strong communication skills, both written and verbal	X	
The flexibility and willingness to learn	X	
Effective record keeping	X	
Ability to work independently and prioritise workload by managing time efficiently	X	
The ability to work as part of a team	X	
The ability to work accurately, with attention to detail	X	
Experience of using a database		X
Experience in reception duties		X
Previous experience in an HR or administrative role		X
Strong understanding of HR functions (recruitment, onboarding, record-keeping, etc.).		X
Ability to undertake notes/minutes at meetings		X
Knowledge of the recruitment process		X

Principle Terms and Conditions	
Salary:	£21,500 - £25,000 Dependant on experience
Hours Per Week:	36 hours
Annual Leave:	23 days per annum rising to 28 + 8 Bank Holidays (Pro Rata)
DBS	Valid DBS
Car user	<p>Regular travelling is required. The role holder must have access to a car. Business mileage is payable from an agreed base.</p> <p>The role holder must possess a full current driving license, with the vehicle holding a road fund license, business use Insurance and a MOT certificate, providing proof when requested.</p> <p>The role holder must ensure the car is maintained and in a roadworthy condition.</p>
Benefits	
Pension:	WHAG operates an auto enrolment pension plan, in which all employees are enrolled after a 3-month probation period via NEST. WHAG contribute to this pension in line with legislation.
Health Plan	<p>WHAG operate a health plan for all employees after completion of their probationary period.</p> <p>This includes Free eye testing Access to counselling Reduced gym membership</p>
Bike to work scheme	WHAG operate a salary sacrifice bike to work scheme.
Tech Scheme	<p>WHAG operate a salary sacrifice tech scheme.</p> <p>This includes all products from Curry's</p>
Christmas saving scheme	Save January – November
Charity Worker Discounts	Discounts at various shops / venues
Flexi for non-rotas posts	Core hours 10.00 am - 3.30 pm
Holiday Purchase	One week

I confirm that I have read and understood this document

Signed _____ Name _____ Date _____