



JOB DESCRIPTION

Job Title:	People - HR Administrator
Reports to:	People Operations & Systems Manager
Line Management:	N/A
Location:	Flexible working with a mixture of remote working and office based at Solar House, 3rd Floor, 1-9 Romford Rd, London, E15 4LJ.
Liaison:	Across all teams at SHS, external agencies and suppliers
Contract:	Full time, permanent
Hours:	37.5 hrs per week Monday - Friday
Salary:	£25,643 - £29,435 per annum depending on experience
Benefits:	28 days' annual leave, pension, life assurance, employee assistance programme

For nearly 40 years, School-Home Support has been working with children, families and schools to break the cycle of poor school attendance, low educational attainment, anti-social behaviour, crime, low paid or no job, generation after generation. School-Home Support gets children and young people back into school, ready to learn. Whatever it takes.

Purpose of role

To support the People Operations & Systems Manager in the development and delivery of a high quality and proactive HR, Payroll and recruitment administration service. You will provide a customer-focused and effective administration HR service and act as the first point of contact for internal and external enquiries for both HR, Payroll and Recruitment queries.

Work Context

This is a hands-on position for someone who has already started their career in HR (at least 18 months experience) and therefore has an understanding of HR administrative practices; together with recruitment and payroll support. The role will provide HR administrative support to all departments across the organisation, across various processes including recruitment, onboarding, coordinating logistics for new hires, implementing and tracking data on Bright HR and the preparation of all documents for payroll.

This role will also provide assistance to the People Operations and Systems Manager, updating and maintaining the HR database and recruitment system. The role will also need to liaise with other teams in order to assist the HR Advisor to facilitate payroll, employee wellbeing, training, learning and development, and to embrace and promote the organisation's commitment to Equality, Diversity and Inclusion.

Level of contact with children and young people

Although the post-holder is unlikely to have contact with children, young people, and their families, they will require a Basic DBS certificate in line with our safer recruitment requirements. SHS will organise and pay for this certificate.

Internal contacts

The post holder will liaise with all colleagues at Solar House, and school and regional based practitioners and line managers.

External contacts

The post holder will liaise as directed with enquiring contacts, recruitment consultants, as well as suppliers of goods and services to SHS.

Main responsibilities and tasks

Recruitment and Onboarding

- Provide a high level of HR service to job applicants throughout the recruitment cycle
- Carry out the necessary administrative tasks for the recruitment and on-boarding of new staff
- Post job adverts on various job boards and collate applications
- Support first day induction meetings with all new starters
- Ensure all necessary documentation are securely filed, including job descriptions, application forms, offer letters, contracts, references, risk assessments and right to work evidence
- Request references for successful applicants

HR Administration

- Create and manage the on-boarding process for offer letters and contracts for new starters
- Signpost staff to HR forms, policies and procedures
- Assist with administration of the monthly payroll upload
- Collate feedback from exit interviews
- Assist with the administration of HR processes and correspondence, including changes to contract and terms and conditions
- Collate probationary review paperwork
- Record all appraisal forms received and follow-up on outstanding forms
- Maintain the HR inbox & Recruitment inbox and answer general employee queries,
- General office administration, including photocopying, scanning, answering calls and assisting with general ad-hoc tasks
- Creating Handbook and newsletters

HR Database

- Create and maintain records on the HR database
- Ensure all information is up-to-date and correct
- Manage the process of updating the annual leave year on the database
- Run relevant HR reports

General

- To ensure that customer care and equal opportunity principles are complied with and promoted in accordance with SHS values, vision and equal opportunities policy.
- To ensure that a high level of confidentiality is maintained in all aspects of the work.
- To conform to health and safety legal requirements.
- To undertake occasional travel within the UK.
- To carry out any other duties as requested by the line manager from time to time

Skills and Experience

- The ability to work well within a team
- Active listening skills
- Organisational skills
- Using initiative at all times
- Detailed oriented mentality
- Strong communication skills
- Proactive decision making
- Familiar with applicant tracking systems
- Some knowledge of human resources and employment law (advantageous)
- Willing to learn and acquire new skills

This job description is not exhaustive; it outlines the key tasks and responsibilities of the post. These key tasks and responsibilities are subject to change. Any changes will be made in consultation with the postholder. You will be expected in undertaking the above role to comply with any policies and procedures that SHS may issue

Person Specification

Experience, knowledge, skills and abilities

Essential Criteria	Assessed by application form (A) or interview (I)
Strong verbal and written communication skills, with the ability to deal tactfully, sensitively and confidentially with a wide range of contacts	A,I
High quality standards and ability to maintain these standards in high pressure/volume work situations	A,I
Very good IT skills with proven attention to detail and high levels of accuracy	A,I
Excellent organisational skills and an ability to work towards tight deadlines	A,I

Desirable Criteria	Assessed by application form (A) or interview (I)
Experience of providing HR administrative support to colleagues at all levels, with knowledge of ATS	A,I
Experience of using Google Workspace and tools	A,I
CIPD Level 3 or equivalent qualification/qualified by experience	A,I
Demonstrable experience of working in a HR team	A,I
Working knowledge of HR databases	A,I
Understanding of current employment law	A,I
Experience of or demonstrable interest in working for a charity	A,I