

## Job Description

<b>Job Title:</b>	Human Resources Apprentice
<b>Service:</b>	Human Resources
<b>Reporting to:</b>	Human Resources Manager
<b>Salary Range:</b>	£22,000 per annum
<b>Work Pattern:</b>	9am – 5pm, Monday to Friday

### Purpose of the role:

- To be the first point of contact for HR queries, providing a professional, friendly service to all visitors to the department.
- To ensure administrative processes are consistent, timely, of a high quality, and compliant with legal and organisational requirements.

### Main duties & Responsibilities

- To be the first point of contact for HR telephone and email enquiries, responding sensitively and appropriately and to consult/refer on as appropriate.
- Provide all recruitment administration support.
- To draft and produce standard letters, documents and emails for internal and external customers as directed.
- Manage the onboarding process from offer letter through to joining instructions and induction.
- To assist with offer letters, contracts and new starter paperwork, including references, identity checks and criminal records disclosure checks.
- Manage the accurate recording and monitoring of the employee lifecycle on the HR Database, to include personal data, payroll records, sickness absence, training records, probation periods and annual appraisals.
- To draft employment contracts and variations to terms and conditions.
- To support the co-ordination and planning of training, including managing the on-line training system.
- Manage the leaver administration process.
- To provide all ex-employee reference requests.

- Provide administrative support in investigations for employee relations issues.
- Ensure that the organisation complies with all applicable regulations, laws and employment standards.
- Carry out any other reasonable ad hoc duties in order to support the HR team and ensure that the demands of the post are met.
- To recognise and challenge all forms of discrimination and prejudice in the workplace.
- To treat everyone with respect, dignity and fairness and to acknowledge and celebrate diversity.
- To maintain an awareness of your own and others' health and safety and comply with Coram Group Health and Safety policy and procedures.
- To maintain confidentiality of information; it will be necessary to comply with all requirements related to the Data Protection Act/ General Data Protection Regulations (GDPR)

## Person Specification

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### Knowledge, Skills & Experience

- Excellent organisational skills.
- Excellent interpersonal skills with the ability to establish and maintain good working relationships.
- Good attention to detail and ability to keep accurate records.
- Good level of numeracy
- Ability to multi-task, and prioritise own workload
- Strong IT skills, including Microsoft Word, PowerPoint, Excel, Outlook and Access.
- Ability to maintain computerised filing systems.
- Excellent interpersonal skills, able to relate professionally to staff at all levels
- Excellent written English, strong email communication skills
- Calm and resourceful with the ability to respond effectively and positively to pressure.
- Ability to maintain strict confidentiality and discretion at all times.
- Enthusiasm and a willingness to learn new skills.
- Team player with a professional, flexible, and positive approach to work.
- Experience of providing effective administrative support to a busy team.
- Experience of using databases.

### Behaviours and Values

- To work in accordance with Coram policies, particularly in relation to equal opportunities, bullying and harassment, health and safety and child protection.