

Human Resources Assistant

Directorate: Support Services

Location: HQ, WWT Slimbridge Wetland Centre

Reporting to: HR Manager South

Grade: 5

Main function of post: To provide a comprehensive administrative support to the HR function and to provide a first point of contact and a high level customer service for employment related queries from across the Trust.

Supervisory responsibilities: None

Hours worked: 24 hours per week

Working pattern: Tuesday to Friday

Main duties of the post

- 1) To assist with updating HR records, materials, intranet content, and metrics, ensuring that all computer and paper based held data is accurate and up to date.
- 2) To assist with the administration of all WWT's recruitment and selection processes including, playing a part in ensuring that all new starters receive a great introduction to WWT.
- 3) To assist with the administration of all WWT's employment related processes, with emphasis on the inputting of data into the HR system for new starters, leavers, contract changes and absence.
- 4) Producing data reports, regularly and on spec, as required. Implementing efficient reporting processes and timescales and contributing to the development of information available for both internal and external customers.
- 5) To assist with any administration related to the employment benefits that WWT offers.
- 6) To assist with filing and the archiving of all relevant data, keeping the inventory up to date and accurate at all times
- 7) To ensure that organisation charts are accurate and updated on a monthly basis

- 8) Support the HR team with other administrative process as identified, such as meeting minutes, booking meetings, support with travel and car hire bookings where required.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

Date raised: February 2017

Amended: June 2018

Person Specification

1. Qualifications

Essential:

- Educated to GCSE level (A – C) or equivalent to include Maths and English

2. Experience

Essential:

- Excellent working knowledge of office administration systems, particularly MS Office, Word and Excel
- Previous experience of working in a busy administrative role and working to deadlines
- Demonstrable office/administration skills including drafting correspondence and telephone skills
- Experience in dealing confidentially with customers
- Experience of maintaining computerised systems

Desirable:

- Experience of working with MS Powerpoint
- Experience of working within an HR department

3. Managerial & Supervisory

- This role does not have line management or supervisory responsibility.

4. Responsibility

Essential:

- To ensure that HR records are accurately kept up to date at all times
- To be able to prioritise workload on a day to day basis and be able to work on own initiative
- To ensure that all applicants receive excellent customer service throughout the recruitment and training process

5. Creative Ability

Essential:

- Ability to be flexible and prioritise own workload according to the needs of the team
- Excellent organisation and time management skills, and a proactive approach to your work
- Confident to challenge and offer potential solutions in order to promote continuous improvement

6. Contact

Essential:

- Excellent all round interpersonal and communication skills
 - A commitment to excellent customer service
 - Must be confident in dealing with a wide range of contacts at all levels within the organisation and outside bodies
 - Embraces team working and naturally works in an inclusive manner
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General Notes

The nature of this post encompasses access to personal data and confidential documentation means that a high degree of personal integrity and discretion is required at all times.