

Human Resources Assistant

Directorate: Support Services

Location: Slimbridge

Reporting to: HR Manager South

Grade: 5

Main function of post: To provide efficient and professional general HR administration support to the HR team and deliver a high level of customer service for both internal and external customers.

Supervisory responsibilities: None

Main duties of the post

- 1) To ensure that all computer and paper based HR data and information is accurate and up to date, including updating trackers, maintaining the people pages of our intranet and conducting an annual personal data audit.
- 2) The administration of WWT's recruitment and selection process. To include managing applications through our applicant tracking system, liaising with hiring managers and candidates to schedule and coordinate interviews.
- 3) Provide support to the HR team on employment related processes including responding to employee financial and employment references and any administration related to the employment benefits that WWT offers.
- 4) Creating and maintaining employee records on the HR management system including the inputting of data for new starters, leavers, absence and probationary reviews.
- 5) Producing data reports, within timescales and as and when required, contributing to the development of information available for both internal and external customers.
- 6) Filing and archiving of all relevant data, keeping the department archive inventory up to date and accurate at all times.
- 7) Responsible for updating the organisation charts for each Centre and Directorate on a monthly basis.

- 8) Support the annual appraisal, development plan and objective setting processes by collating the documents and monitoring responses.
- 9) Assist the HR team with other administrative process as required, such as meeting minutes, booking meetings, support with travel and car hire bookings.
- 10) To work closely with the volunteering and training administrator to ensure a joined up approach to people process and provide support when necessary.
- 11) To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.
- 12) To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.
- 13) To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.
- 14) To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by their Line Manager.

Date raised: February 2017

Amended: April 2021

Person Specification

1. Qualifications

Essential:

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

2. Experience

Essential:

- Previous experience of working in a busy administrative role
- Demonstrable administration skills including drafting correspondence and telephone skills
- Experience of dealing with information in a confidential manner
- Highly proficient in MS Word, Excel and Outlook
- Experience of maintaining computer-based trackers, databases and systems

Desirable:

- Experience of working within an HR department

3. Managerial & Supervisory

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

4. Responsibility

Essential:

- Ensure that all HR data and information is accurate and up to date at all times
- Provide efficient and professional general HR administration support
- Plan schedules and organise own workload on a day to day basis according to priorities
- Ability to work on own initiative as well as supporting the wider team
- Ensure a great candidate experience throughout the recruitment process

Type of Responsibility	Level (£'s)
Budget Responsibility	
Income	
Project Size (normally managed)	n/a
Assets (required for job, exc. buildings)	£1,000
Visitors (number per annum)	N/A

5. Creative Ability

Essential:

- Ability to be flexible and respond under pressure to fluctuating circumstances
- Ability to manage a diverse workload according to the needs of the team
- Exceptional organisational and time management skills and a proactive approach to your work
- Confidence to challenge and offer potential solutions in order to promote continuous improvement
- A high level of accuracy and attention to detail

6. Contact

Essential:

- Excellent all round interpersonal and communication skills
 - A commitment to excellent customer service
 - Confidence to deal with a wide range of contacts at all levels within and outside of the organisation
 - 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.