**ROLE PROFILE**

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| **Role Title** | HR Administrator | **Grade / Salary** | Grade A £22,218 |
| **Directorate** | Central Services | **Department** | Human Resources |
| **Responsible to** | HR Officer & L&D Officer | **Responsible for** | N/A |
| **Work Allocation** | Supporting HR Team and Learning and Development | | |

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| **Role Purpose** |
| The HR Administrator will support the mission and objectives of Thames Reach by supporting the Human Resources Team, which includes the Learning and Development team (L&D), to deliver a high quality and effective service in a rapidly changing and complex operating environment. The role of the HR Administrator is to assist the team in a wide range of administrative duties to enable the HR team to provide a professional, proactive and continuously developing HR service to all staff, mangers and other stakeholders.  The HR Administrator will be flexible and adaptable in the role and they will contribute to Thames Reach achieving the highest standards and effectiveness in service delivery to rough sleepers and other vulnerable people needing support. They will also:   * Contribute to the implementation of the team’s aims and objectives and operational policies and procedures in such a way that they contribute to the mission of Thames Reach and deliver on business plan objectives. * Contribute to the continual improvement of service effectiveness, ensuring that internal/external customers receive a high quality outcome-focused service. * Support all activities within the HR team effectively and maintain Thames Reach standards in relation to service provision. |

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| **Responsibilities and Accountabilities** | |
|  | 1. To assist in the delivery of a recruitment service to managers, ensuring a seamless administrative service from the collating application forms to facilitate the interview process and to carry out the employment checks. 2. To assist with the update and maintenance of electronic and manual employee records (including sickness absence, DBS checks, appraisals and personal development plans (PDPs), training courses attended, Exit interviews) and the production of related staff reports, which includes the staffing compliments, sickness triggers, HR and L&D quarterly and annual reports. 3. To provide administrative support to L&D for training events, booking venues and equipment, liaising with training providers, administering course bookings, responding to enquiries (including those on the e-learning system), printing and collating training packs and other ad hoc tasks as required such as meeting and greeting trainers. 4. To provide general administrative support including processing invoices, identity cards, ordering stationary, assisting members of the team on specific ad hoc HR and L&D projects and effective running of the HR office and equipment. 5. Maintain good working relationships with staff, all managers, Employment Academy staff team and other central services teams, i.e., Strategic Support, Finance, payroll and other Thames Reach teams as appropriate. 6. Contribute to the regular review and improvement of the effectiveness of service delivery, with a particular focus on administrative systems and processes. 7. Contribute to the development of the annual HR work plan and L&D training plan, taking on tasks to ensure its successful implementation and completion. 8. To work with volunteers and service users to provide them with opportunities to contribute towards Thames Reach’s aims and to develop work-based skills. 9. Represent Thames Reach at external meetings as required.     The employee may on occasion, and in necessary circumstances, be called upon to undertake work in other locations other than their usual base of work, in order to ensure effective delivery of the HR service. |
| The HR Administrator will:  comply with the standard responsibilities outlined for all service delivery roles within Thames Reach and adopt and comply with Thames Reach ethos and values, policies and procedures, and regulatory frameworks including, Code of Conduct, Equality and diversity, Health and Safety, Data Protection and use of IT resources, Complaints procedure, Human Resources policies and procedures, Financial procedures and controls.  No role profile can cover every issue which may arise within the post at various times and the post-holder is expected to carry out other duties from time to time, which are broadly consistent with those described. | |

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| **Knowledge, Skills and Experience** | |
|  | 1. A good understanding of and commitment to delivering a high quality HR service that supports the aims of Thames Reach to provide effective support services to a range of vulnerable people. 2. Ability to work using own initiative and manage priorities under pressure whilst remaining accountable to line management and communicating effectively as part of a team.      1. Written and verbal communication skills with the potential to present information to a wide audience (e.g. staff, managers, job applicants, sales callers). 2. Ability to use database applications, spreadsheets, reporting software and Microsoft Office programs, including Outlook and Word. 3. The ability to establish and maintain good and effective working relationships with internal and external customers, colleagues, other stakeholders externally. 4. Ability to understand and adhere to instructions which will include legislation, procedures, policies and good practice guidelines relevant to the role. 5. Ability to demonstrate honesty, reliability and flexibility. 6. A mature and thoughtful and proactive approach to the implementation of equal opportunities and management of diversity. 7. An understanding of homelessness, the impact on the lives of individuals and needs and aspirations of homeless people which may be based either on your own personal experience of being homeless or professional work or voluntary experience. |

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| **Core Competencies for staff** | |
| *Attributes/behaviours the role holder must possess to be successful in the role* | |
| Service Focused | * Focuses on addressing organisational priorities and understands the success of Thames Reach depends on the primacy of the whole * Able to represent Thames Reach effectively to all internal and external stakeholders * Works in partnership with others and service users * Portrays the organisation in a positive light |
| Clarity of Purpose | * Develop objectives and targets linked to the business plan * Establishes clear priorities and keeps issues in proportion * Focuses on quality, impact and outcomes/results * Exercises the appropriate level of judgement and confidence in decision making * Takes ownership and responsibility for decisions that affect self, others and the organisation |
| Embracing Change and Innovation | * Contributes to continuous organisational improvement * Understands the need for change and gets others on board * Responsive, flexible and optimistic * Responds positively to change * Creativity and innovation and improvements in systems and practices |
| Team Working | * Maximising the contribution of self and others to the organisation * Provides constructive and positive feedback to colleagues * Supportive of others and shares knowledge, ideas and resources * Listens to others and sensitivity to their needs, positions and points of view * Sees conflict as normal and healthy and effectively handles disagreements and differences of opinions * Motivates and inspires others |
| Effective Communication | * Respectful and courteous * Use appropriate methods of communication * Clear with boundaries of own, others and service users * Gather and present the required information based on research, knowledge, experiences of self and others |
| Efficiency and Effectiveness | * Plan work effectively to minimise stress and pressure * Takes action to promote a positive and good working environment * Plan, prepare and review own work and identify potential future problems * Consistent good performance and take action to solve problems in timely manner * Conscientious and professional |
| Managing and Developing Self | * Self critical and reflective * Emotionally resilient * Manages upwards as well as downwards * Identifies learning and development needs to enhance performance and help contribute to the achievement of the organisation’s objectives * Actively addresses own continuous professional development needs * Assesses and continually develops own competence, seeking and accepting feedback from others * Learns from self and others |