

Service Document Standard Form

Role Profile:
Human Resources Administrator

Linked documents: Job Evaluation Guidance Note



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ROLE DETAILS:

Role Title:	Human Resources Administrator
Grade:	Grade E
Service area:	Human Resources
Responsible to:	Human Resources Operations Manager

PURPOSE OF THE ROLE: *Why the role exists and what it has to achieve*

The post holder will undertake administrative duties on behalf of the HR Operations team in order to deliver an effective and efficient service to all customers.

The core role will be centred on the administration of the HR Helpdesk and the functions of the Human Resources (HR) Operations team but will also encompass the provision of administrative support across the wider HR team where required to support resilience and to develop organisational awareness and experience.

The post holder will undertake all tasks accurately and effectively with appropriate consideration to processes, confidentiality and data protection requirements to ensure an appropriate standard of customer service.

This post will encompass a wide range of responsibilities, providing administrative support across the full range of activities across HR.

DIMENSIONS OF THE ROLE: *The key statistics associated with the role*

Financial (direct and non-direct): None

Staff responsibilities (direct or non-direct): None

Any other statistical data: The span of the role is pan-organisational as the processes and outcomes embrace and apply across Human Resources and wider organisation.

PRINCIPAL ACCOUNTABILITIES: *What the role is accountable for and required to deliver*

- Support the delivery of an effective and efficient HR service
- Support authorised staffing variations, new starters, leavers, movements etc. including correspondence to staff and input into the HR and Payroll system, payroll notifications, to ensure that employees receive their correct salary at the correct time and that system

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information is accurate

- Effectively administer and provide response to the HR Helpdesk queries where knowledge allows; allocating enquiries to colleagues which require responses from key role holders
- Provide a first point telephone and visitor contact for the HR Operations team in respect of employee and line manager queries
- Maintain the accuracy and security of employee personal record files (eprf's) in respect of new starters, contractual changes, leavers, absence and general HR related tasks administered and processed
- Contribute to the timely and accurate creation and maintenance of the monthly HR processing files required to support audit and administrative requirements
- Provide support to the HR Operations team in the administration of recruitment campaigns for Apprentices, Support Services Staff and Operational staff selection processes as may be required
- Undertake the administration of Disclosure & Barring Service (DBS) checks for new starters, and renewals as required including the collation of certified documentation and accurate updates and assessments of ongoing priorities via iTrent. Flagging any issues to the line manager and supporting with any ongoing work within this area
- Provide support in respect of iTrent for example recruitment, absence and produce management information reports and submission of statistical returns from the HR and Payroll system as necessary
- Undertake Purchase Order and Goods Receipt processing as required
- Undertake general administrative tasks including filing, scanning, copying, document collation, room bookings, information gathering etc.
- Support in the research and development of existing and new procedures, development of guidance and information documents and process mapping
- Support in the development of the HR homepage on the intranet, ensuring the Service has appropriate tools available to managers and staff
- Provide administrative support across the wider HR team as appropriate
- Coordinate long service administration

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- Coordinate any Freedom of Information (FOI) or Subject Access Requests
- Support project work as and when required
- Support the Senior Administrator – Recruitment and Operations and HR Officer – Recruitment and Operations to ensure resilience within the team. Contributing towards maintaining full support in respect of the customer service desk approach, resourcing activities, recruitment and processing documentation for leavers and transfers
- Process sickness, including saving to ePRFs, entering into the system, liaison with stakeholders to ensure the procedure is adhered to consistently and monitoring the accurate submission of certificates
- Provide administration at meetings – including drafting agenda, taking minutes/actions, sending out meeting invites and ensuring rooms are booked and equipment in place
- Accurately record, maintain and monitor the data entered on the HR and Payroll System
- Ensure process notes are in place for all activities within the role's remit and to keep them up to date, ensuring any changes in procedures/legislation are highlighted
- Participate in inter-departmental working groups on relevant corporate matters as required and to liaise with appropriate departments as necessary
- Be aware of and provide HR advice and guidance on the interpretation and implementation of HR processes, procedures and practices as required
- In conjunction with the HR Operations Manager, to continuously review current processes for HR and ensure alignment with policies and procedures

DECISION MAKING:

Make decisions:

There will be an expectation for the post holder to make decisions related to their level, however outputs will be overseen by the line manager.

Significant say in decisions: None

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CONTACT WITH OTHERS: *The frequent contact the role holder has with others and for what purpose*

Internal: At all levels across the Service

External:

- Other fire services / local authorities
- Third parties

PERSONAL REQUIREMENTS:

- To participate in a programme of continuous personal and professional development relevant to the role.
- To demonstrate conduct and behaviours in accordance with the Service policies, values and norms.
- To comply with the Services' aims, organisational values and behaviours and their impact on this post.
- To be committed to protecting and respecting the privacy of individuals and the responsible handling of personal information.
- To ensure all aspects of health and safety are adhered to. Ensuring that all staff, visitors, contractors etc. within the area are in compliance with statutory requirements and Service policies and procedures.
- The Service is committed to safeguarding and promoting the welfare of children and vulnerable adults, and expects all employees and volunteers to share this commitment
- To undertake, with appropriate training, the duties of other roles as required
- To mentor and coach individual members of staff as required.
- To contribute to the development and implementation of relevant policies and procedures.
- Attend meetings as required and submit information in appropriate formats as required.
- To undertake any other duties which fall within the broad spirit, scope, levels and purpose of this role that may reasonably be required from time to time, at any location required by the Service.

REQUIREMENTS: Essential Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- Educated to GCSE Grade C level or equivalent (including Maths and English)
- CIPD Level 3 qualification or equivalent or working towards completion

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Experience:

- Familiarity with Microsoft Office
- The ability to use the relevant software competently
- Experience of working within a HR department

Skills:

- Excellent customer service skills
- Good attention to detail
- Good IT skills and ability to input and extract data from systems
- Good verbal and written communication skills
- Ability to work to time sensitive deadlines with high attention to detail
- Ability to question and assess priorities to ensure time is managed effectively
- Able to take coherent notes of telephone conversations and meetings
- Able to work confidently within the team and to interact with individuals in a friendly courteous manner and is tolerant in their approach
- Ability to work on own initiative and without direct supervision within established guidelines

Knowledge:

- Good understanding of confidentiality and data protection requirements
- Good knowledge of Microsoft Office (Word/Excel/Outlook and PowerPoint)

REQUIREMENTS: Desirable Criteria

The skills, knowledge, qualifications and training required to perform the role

Qualifications & Training:

- BTEC Level 3 Diploma in Business administration

Knowledge:

- Fire Service / Local Authorities

ANY ADDITIONAL INFORMATION: *Information relevant to the role.*

The post holder will be expected to have a flexible approach to work, possessing a level of integrity, honesty, reliability and confidentiality.

This role profile will be supplemented by annual target-based outcomes, which will be developed in conjunction with the post-holder. It will be subject to regular review and the Service reserves the right to amend or add to the content listed above.