

Job Title	Administrative Assistant
Department	Human Resources (HR)
Reports to	HR Manager
Grade	Grade 2
Purpose & Overview	<p>To provide a range of administrative assistance to the HR and wider People & Engagement department.</p> <p>Reporting to the HR Manager, you will serve as a reliable source of information for all colleagues and provide efficient and effective administrative support at all stages of the colleague journey.</p> <p>You will also be responsible for ensuring compliance with GDPR (General Data Protection Regulations) across the wider People & Engagement department, ensuring records are maintained, processed and retained as required.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Compile and process colleague documentation and records accurately, keeping HR systems and records up to date • Maintain HR email accounts, responding to colleague questions and requests in a timely and professional manner • Track colleague absence and assist with payroll processing and documentation • Assist with recruiting tasks and the colleague onboarding journey • Assist with processing leavers and supporting the colleague offboarding journey • Resolve enquiries and complaints from both internal and external parties, providing a written, face to face or telephone response as appropriate. • Compile and provide routine information using computer systems as necessary in accordance with relevant procedures and guidelines, in order to provide management with the information they need to effectively make decisions. • Assist in supporting departmental activities by carrying out clerical duties, such as arranging travel and meetings, receiving and collating information and processing

	<p>documents and correspondence in line with guidelines and procedures.</p> <ul style="list-style-type: none"> • Assist with note taking at formal meetings. • Participate in the measurement of departmental/team objectives
Technical Know-How & Skills	<ul style="list-style-type: none"> • Excellent communication skills, both written and verbal • Strong attention to detail • Proficiency in administrative duties such as communications, data entry and record keeping • Enthusiasm for working in a team environment • Tact and professionalism when it comes to handling confidential information and addressing colleague concerns • Proficiency with technology, and the ability to pick up new software quickly • Positive attitude <p>Preferred skills and experience</p> <ul style="list-style-type: none"> • Familiarity with company's HR software (Success Factors) • Experience in an administrative role • Understanding of HR Policies and Procedures • Experience of working in a HR environment
Qualifications	<ul style="list-style-type: none"> • No essential mandatory qualifications required; however, the job holder must have a willingness to gain an understanding of HR activities and principles, and attend any training course as necessary to fulfil the duties of the role