

Job Title: HR Assistant

Salary: £22,500 - £24,500 FTE

Department: Leicester Services Partnership Office

Contract/Hours: Part time – minimum 19 to 25 hours per week, to suit school hours or 3 to 4 full days (FTE 35hrs per week)

Role Purpose: To provide comprehensive, high quality HR support on general operational issues to Leicester Services Partnership (LSP). To provide support to the HR Business Partner (HR BP) in managing employee relation cases and undertaking all aspects of HR administration. To provide a first point of contact for general HR queries and to participate in project work as required by the HR Business Partner.

Principal Responsibilities

- To provide first line professional, comprehensive and timely advice to managers and staff on a range of general HR queries such as sickness absence management, terms and conditions of employment, disciplinary and grievance issues, performance management and HR policies and procedures.
- To attend HR meetings, hearings/appeals or investigatory interviews to take notes/minutes as required and transcribe.
- To respond to enquiries to the department (e.g. by telephone, in writing or in person), and liaise with other University of Leicester departments such as payroll and pensions.
- To proof read all work produced by the HR BP for spellings before publication, such as policies, procedures and letters.
- To monitor sickness absence and ensure return to works are completed in a timely manner and in line with the sickness policy and procedures, which references the Bradford Score.
- To support the HR BP in managing and reducing sickness absence within LSP e.g. supporting HR BP with sickness absence audits, assisting in compiling information for managers, organising schedules of training programmes required.
- To provide HR support and advice at initial stage meetings and investigations such as sickness, disciplinary and grievance as delegated by the HR BP.
- To support the HR BP with responding to Freedom of Information requests and Subject Access Requests in a thorough and timely manner.
- To support the HR BP in policy development, the implementation of the HR initiatives and employment legislation, proposing changes and undertaking research and administration as required.
- To support the HR BP with recruitment, writing job descriptions, adverts and arranging interviews in line with recruitment procedures.
- To provide general office cover and administrative support e.g. typing, post, photocopying.
- To undertake all administrative aspects of the department such as annual leave calculation, newsletter production and maintaining accurate HR employment records both electronically and hard copy.

- To maintain Savvy, the in-house time management system and establish a new Savvy system.
- To maintain and manage the SAP system which links to payroll, ensuring all contract changes are inputted promptly and new starters are added in a timely manner.
- To ensure all new starter paperwork is accurate, including proof of right to work documentation, and report back to line managers if not, requesting correct information and chasing if required.
- To undertake all new starter orders such as ID badges, parking permits, IT requests and inform the Marketing Department of their starting.
- To liaise with all departments to ensure all employees are supported and able to carry out their roles effectively.
- To oversee the training and development programme which is currently under development.
- To be dedicated to own continual development by attending regular employment law updates.
- To perform any other reasonable task as determined by LSP.

Internal and External Relationships

- Regular liaison with all levels of managers and the Senior Management Team.
- External legal advisers.
- External partners, for example, AMG.
- Departmental Managers and staff.
- LSP Board.
- The University of Leicester.
- The Students' Union.
- Salaries and Wages.
- Pensions Office.

Planning and Organising

- Be proactive.
- Work to own initiative.
- High level of organisational skills.
- Good time management skills.
- Be reliable.

Qualifications, Knowledge and Experience

Essential

- Experience of working in a busy Human Resources department in the same or similar role.
- Experience in disciplinary, grievance, sickness and other employee lifecycle issues, and experience of guiding managers through the processes.
- CIPD or equivalent HR Qualification or be studying towards.
- Minute taking.
- Excellent written and oral communication skills.
- Comprehensive understanding of HR policies, procedures and current legislation
- Experience of handling conflicting demands.
- Experience of managing in house computer systems.
- Proficiency with Microsoft Office applications, including Word, Excel and PowerPoint.

Desirable

- Experience of Savvy or SAP.
- Have experience of working within a catering or education environment.

Skills, Abilities and Competencies

Essential

- A keen eye to detail and excellent problem-solving skills.
- Able to work under pressure and to strict time constraints.
- Be passionate about HR and the service provided.
- High level of interpersonal ability.
- Able to work to own initiative and autonomously.
- Experience of effective time management.
- Be reliable, committed and trustworthy.
- Be friendly and welcoming.
- Effective oral and written skills in order to communicate effectively.
- Can-do attitude and self-motivated person.
- Show personal resilience.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff, and identifies LSP as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

Health & Safety

The HR Assistant carries out the duties placed on employees by the “Health and Safety at Work Act” 1974,:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety of welfare in the pursuance of any relevant statutory provisions.
- To attend all mandatory training which covers H&S
- Report any Health and Safety concerns promptly and in line with the company policies and procedures.

General

LSP has to continually modify and improve its service. This will inevitably mean that modification of structures and thus job descriptions may prove necessary. The post-holder will be expected to co-operate with changes, which the Chief Executive may wish to introduce, subject to consultation.

It is neither practical nor possible to list indefinitely a list of ‘jobs’ this post must undertake, those ‘jobs’ which fall outside of this document, but are in line with the role must be carried out and may include other ‘jobs’ deemed suitable by LSP.

1. **PERSON SPECIFICATION**

<u>SELECTION CRITERIA</u>		<u>INTERVIEW ASSESSMENT</u>				
3 = Essential 2 = Important 1 = Desirable		Meets the criteria :A = Exactly B = Closely C = Barely D = Does Not Meet Criteria				
<u>CRITERIA</u>			A	B	C	D
Education/Qualification:						
CIPD or equivalent HR Qualification or be studying toward.	3	Application/Interview				
English written and verbal to a high standard.	3	Application/Interview/Test				
Experience:						
Experience in a similar role.	3	Application/interview				
Proficiency with Microsoft Office applications, including Word, Excel and PowerPoint.	3	Application/test				
Experience of handling conflicting demands.	3	Application/interview				
Experience of good time management.	3	Application/interview				
Minute taking.	3	Application				
Comprehensive understanding of HR policies, procedures and current legislation.	3	Application/interview/test				
Experience of managing in house computer systems.	3	Interview Application/interview				
Experience of working in a catering or education setting.	1	Application				
Experience of Savvy or SAP.	1	Application				

Skills/Abilities:						
A keen eye to detail and excellent problem-solving skills.	3	Interview				
Able to work under pressure and to strict time constraints.	3	Interview				
Be passionate about HR and the service provided.	3	Interview				
High level of interpersonal ability.	3	Interview				
Able to work to own initiative and autonomously.	3	Interview				
Experience of effective time management.	3					
Personality/Disposition:		Interview				
Be reliable, committed and trustworthy.	3	interview/application				
Be friendly and welcoming.	3	interview				
Effective oral and written skills in order to communicate effectively.	3	Interview				
Can-do attitude and self-motivated person.	3	Interview				
Show personal resilience.	3					
Additional Comments:						
*Successful		*Unsuccessful		*Reserve		

*Delete as appropriate

Signature of interviewer	Designation:	Date: