JOB DESCRIPTION

'Happy to talk about Flexible Working'

Job Title:	People Team Administrator
Department:	People Team
Hospice Band:	H
Reports to:	People Team Manager
Responsible for:	N/A

Job Purpose

To provide high-quality administrative and customer-focused support to the Hospice and wider People Team, ensuring the effective and timely delivery of key HR processes and a positive experience for our people (employees and volunteers). This includes coordinating onboarding and induction arrangements, preparing offer letters, completing pre-employment checks, processing contractual changes on the HR/Payroll system, communicating amendments to terms and conditions, managing and responding to queries received through shared mailboxes, and providing administrative support for People Team events and activities.

Main Duties and Responsibilities

On-boarding

- Administer terms and conditions for new starters administer the terms and conditions process for new starters, ensuring all relevant contractual documentation is prepared and issued accurately and in a timely manner.
- Coordinate the completion and return of all documentation required as part of the employee and volunteer onboarding processes
- Ensure new starters complete documentation required as part of the on-boarding process
- Ensure all pre-employment checks are completed in line with employment legislation, CQC requirements and Hospice policies and procedures, whilst proactively liaising with the appropriate agencies as required
- Ensure all necessary documentation is in place for new recruits engaged via an Honorary contract
- Maintain data in the CONNECT system to ensure it meets reporting and GDPR requirements
- Lead and coordinate the volunteer onboarding process, ensuring a positive and consistent experience for new volunteers.

CONNECT

- Ensure new users have access to Employee Self Service (ESS), and People Manager if appropriate
- Process contractual changes on to CONNECT, ensuring the change meets the Hospice terms and conditions package
- Process new recruits through the new starter transfer process

- Ensure terms and conditions are updated where required
- Support the People Team Manager to support and train end users
- Support line managers with inputting sickness absence for direct reports on Manager Self Service.
- Respond to queries relating to CONNECT and HR systems, providing guidance and escalating more complex issues to the appropriate member of the People Team.

HR Administration and Customer Service

- Manage recruitment, volunteer and employee documentation in line with GDPR requirements and the HR Data Retention schedule
- Filing return to work/self-certification paperwork, liaising with Payroll, returning sick notes to individuals and cross referencing with information on CONNECT
- Manage the online system for BHSF Cash Plans
- Support the planning, coordination and administration of the Hospice induction day, ensuring appropriate arrangements, scheduling and documentation are in place.
- Support team with scheduling of meetings, drafting invite letters, preparing and issuing invitation letters and associated administration.
- Ensure hospice noticeboards are maintained with current content.
- Act as a first point of contact for employees and volunteers, providing a professional, friendly and responsive customer service experience and directing queries to the appropriate person where necessary.
- Monitor and manage shared People Team mailboxes, responding to routine queries in a timely and helpful manner, ensuring enquiries are appropriately recorded, actioned or escalated and followed through to resolution.
- Provide general administrative support across the wider People Team, including responding to requests, preparing correspondence, maintaining records and supporting the coordination of team activities and events.

Volunteering

- Lead on the recruitment of volunteers, using the CONNECT system to advertise roles and process applications
- Ensure newly recruited volunteers complete necessary documentation as part of their on-boarding process
- Ensure all pre-volunteering checks are completed, including supporting with Fit and Proper Person checks for Trustees as necessary.
- Act as a point of contact for volunteer queries, providing timely support and guidance or referring queries to the appropriate member of the People Team.
- Ensure volunteer systems, trackers and spreadsheets are accurately maintained and kept up to date.

General Duties

Confidentiality

- All employees are required to uphold the confidentiality of all information records in whatever format, encountered in the course of employment and after it.
- All employees are bound by the requirements of the General Data Protection Regulations when, in the course of their employment, they deal with information records relating to individuals

Equality and Diversity

- The Hospice is committed to promoting an environment that values diversity. All staff are responsible for ensuring that they treat individuals equally and fairly and do not discriminate on the grounds of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation. The Hospice expects all staff to behave in a way that recognises and respects diversity in line with the appropriate standards.

Health and Safety

- All employees have a responsibility under the terms of the Health and Safety at Work Act1974 to protect and promote their own health and that of others in the workplace
- All employees must comply with all Hospice Health and Safety Procedures

Infection Control

- The prevention and control of infection is the responsibility of everyone who is employed by the Hospice. Employees must be aware of infection control policies, procedures and the importance of protecting themselves and their clients in maintaining a clean and healthy environment.

Information Governance

- All employees are responsible for ensuring they undertake any training relating to information governance, read the Hospice's policies, procedures and guidance documents relating to information governance, and understanding how this affects them in their role.

Professional Development

- All employees must participate in an annual appraisal and develop a personal development plan with their Line Manager
- All employees are responsible for maintaining their statutory and mandatory training.

Safeguarding Children, Young People and Vulnerable Adults

- The Hospice is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All employees and volunteers are therefore expected to behave in such a way that supports this commitment.

Pandemic or major incident

- In the event of a pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the Hospice. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

The job description is not exhaustive and may be amended following appropriate consultation in the light of business needs

Birmingham Hospice

disability confident EMPLOYER

PERSON SPECIFICATION

Job Title:	People Team Administrator
Department:	People Team
Band:	H

Requirements	**Essential**	**Desirable**	**How identified**
Education and Qualifications	• Level 2 Maths and English	• NVQ Level 2 or 3 in Business Administration or equivalent experience	A
Knowledge and Experience	• Experience of working within a HR department • Considerable experience of using HR information systems • Demonstrable working knowledge of GDPR principles in relation to HR data and confidentiality	• Experience of using itrent HR system packages • Experience of using SAP Business Objects software	A/I A/I A/I
Personal skills and attributes	• Excellent administrative skills • A friendly and approachable manner, with a commitment to delivering a high standard of customer service. • A supportive team player with a flexible and proactive approach • Ability to prioritise and manage a demanding workload whilst still meeting deadlines • Passion to provide a good applicant experience through on-boarding that strengthens employer brand		A/I/T I I I I A/I A/I/T

	• Excellent verbal communication skills • Highly proficient in Microsoft packages such as Word, Excel and Outlook • High level of accuracy and attention to detail with the completion of tasks • Has personal resilience and emotional intelligence to deal with occasional exposure to the emotional situations of our patients, families and carers before and after bereavement. • Ability to handle confidential and sensitive information with discretion and professionalism. • Willingness to participate in training and updates.		A/I/T I I I

A= Application form **I=Interview** **T=Test** **C=Certificate**