

## Role Profile

<b>Job Title:</b>	HR and Training Assistant
<b>Team:</b>	HR and Training
<b>Reports to:</b>	HR Operations Manager
<b>Period of Post:</b>	Fixed Term (12 months)
<b>Location:</b>	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
<b>Hours of Work:</b>	Normally 35 hours per week Additional hours may be required to be worked in order to meet the exigencies of the service.
<b>Salary:</b>	£23,127 per annum

### Job Purpose:

To provide a comprehensive administrative support to the HR and Training functions. To support the HR Advisors, L&D Officer and HR Operations Manager as appropriate. To provide key support and guidance across identified areas of responsibility.

### Key Activities:

The postholder will be responsible for the following activities:

#### Provision of a HR administrative support function

- Provide administrative support to the HR Team on:
  - recruitment and selection,
  - employee related correspondence (e.g. maternity, paternity)
  - formulating template letters
  - accurate minute taking and formatting to the required standard
- Support the planning, coordination and delivery of recruitment open events and resourcing events including booking venues, coordination of short-listing candidates, preparation of paperwork, and administration of assessments and tests.
- Respond to requests for support and information from service areas with regards to recruitment and selection, absence statistics, occupational health service, family friendly policies and other employee relations matters. Escalate to Advisor when appropriate.
- Provide advice on employment terms, conditions, policies and procedures.
- Assist with policy review in line with agreed schedule.
- Attend and contribute to relevant forums and working groups when required.

- Provide assistance to Advisors where required, ensuring they are kept up to date in relation to their allocated services.
- Carrying out registered body checks, right to work checks and maintain the appropriate databases.

#### Provide administrative support to the L&D function

- Provide support with administrative tasks such as receiving and responding to training related queries, writing up notes or meeting minutes, filing and organising training materials.
- Support the planning, coordination and delivery of training events to include the booking of venues, booking and corresponding with trainers and delegates, preparing and distributing instructions and training materials
- Ensuring appropriate paperwork is available to trainers and delegates for all training courses to be delivered.
- Maintaining the learning and development platform, learnPro, by adding courses, booking attendees and running reports for services and departments as required.
- Collate and report on delegate feedback in an accurate manner, evaluating the quality and impact of training provided in order to ensure appropriate learning outcomes.
- Co-ordinate and communicate a calendar of internal and external learning opportunities as and when required.
- Support the Lead Learning and Development Officer with the co-ordination payment of all invoices associated with the L&D function as well as track budget spend.

#### Supporting continuous improvement

- Promoting a culture of continuous improvement in line with our values and behaviours.

#### Supporting the delivery of our People Strategies and activities.

- Lead by example on the promotion of a culture of engagement.
- Participating in engagement activities including team health promotion events.

#### Other activities

- Developing and maintaining positive working relationships with management and team members at all levels, partners and external agencies, establishing professional credibility.
- Acting as a role model, demonstrating and championing our values through behaviours.
- Escalating any issues of concern to the HR Team as appropriate and recording any identified risks.
- Undertaking any other duties appropriate to the role.

#### Organisational

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of our customers are promoted appropriately.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of internal and external customers.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and development sessions as required by the HR Operations Manager.

*This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.*

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>		
Experience of providing a comprehensive administration service	✓	
Experience of working positively with all levels of colleagues and in partnership with other agencies	✓	
Experience of working within an HR team		✓
Experience in the social care sector/housing/public sector or similar		✓
<b>EDUCATION AND TRAINING</b>		
Educated to higher level or CIPD in Personnel Practice		✓
Evidence of commitment to continuous professional development	✓	
<b>KNOWLEDGE &amp; SKILLS</b>		
Excellent organisational, administrative and report writing skills	✓	
Excellent communication and interpersonal skills	✓	
Proficiency in the use of IT packages including Word, Excel, PowerPoint, Outlook, databases and internet research	✓	
Basic knowledge and understanding of employment law and HR best practice	✓	
Excellent team player who naturally works in an inclusive manner	✓	
Ability to operate autonomously, using own initiative as required	✓	
Ability to work accurately, with attention to detail	✓	
Ability to prioritise and respond flexibly to changing demands	✓	
<b>CREATIVITY &amp; INNOVATION</b>		
Ability to develop a range of appropriate HR and Training administration processes, audit tools and frameworks as required		✓
<b>COMMUNICATION</b>		
Excellent ability to collate and present information in suitable formats to a wide variety of audience levels	✓	
<b>DECISION MAKING</b>		
Have demonstrable analytical and problem-solving capabilities	✓	
<b>DIVERSITY</b>		
Champions respect for diversity	✓	
<b>OTHER ATTRIBUTES</b>		
High level of confidentiality	✓	
Flexibility and ability to assist with ad-hoc projects as required	✓	
Prepared and able to work outside normal office hours to meet the needs of the service	✓	
Prepared to undertake a certain amount of travelling in the execution of duties, if required	✓	