



Job Description

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|-------------------------------|------------------------------------------------------------|
| Job Title | Human Resources (HR) Administrator |
| Band | AfC Band 3 |
| Department/Directorate | Human Resources Department, People and Culture Directorate |
| Location | Sector Based |
| Reporting to | Human Resources Administration Hub Manager |

Job Purpose

- Working as part of a team in our fast paced and newly formed 'HR Hub' team, you will provide a professional, high quality HR service to members of staff and managers.
- To provide administration support for all HR transactional activities for all staff across all regions in accordance with internal policies and procedures.
- Support all regional HR teams with ad hoc HR administration.
- Adding value to the HR service by providing timely and efficient responses, within agreed service level agreements (SLA's) and key performance indicators (KPI's).

Human Resources Admin Hub Manager



Human Resources Administrator

Key Result Areas & Performance Indicators

- The accuracy of all work undertaken.
- The timeliness of all work undertaken in accordance with SLA's.
- Internal and external customer satisfaction.
- Attendance and timekeeping record.

Key Relationships & Stakeholders

- HR Hub Manager
- HR Assistants/ Advisors, HR Managers and People and Culture Business Partners across the Service
- Payroll
- Occupational Health
- Staff Support
- Leadership, Education and Performance
- Recruitment

Key Responsibilities

HR Policy, Procedure & Practice

- To act as first point of contact for all transactional HR queries and to signpost employees to relevant policy, procedure or forms.
- To carry out administration duties in relation to all LAS HR policies and procedures.
- Participate in any process improvement activities.

Recruitment & Selection

- Support any HR internal recruitment activities.
- Provide any relevant documentation for managers for Induction purposes.

Attendance Management

- To support managers by supplying them with policy and process guidance on individual cases to ensure staff who are absent from work are supported appropriately.
- To arrange sickness meetings and hearings in liaison with managers.
- To arrange formal attendance hearings on behalf of the HR Manager.
- Calculate Occupational Sick Pay Entitlements when required.
- To alert HRM's/HRA's regarding any timescale triggers for sickness management in accordance with LAS policy.
- To alert HRM's/HRA's regarding any timescale triggers for parental related entitlements and policy, ie maternity, paternity, parental leave etc.

Training & Development

- To assist in the preparation and administration of training programmes at corporate and local level regarding any process driven activities.

General Administration Duties

- Maintain all activities in accordance with agreed SLA's
- Manage all transactional* requests that are forwarded to the HR Admin Hub email inbox
- Take ownership of requests and respond to requestor directly
- Complete necessary documents/letters in accordance with requests transactional requests or Policy and Procedures
- Assist with drafting and monitoring SLA's
- Draft best practice processes and produce process flows
- Train other members of HR about processes to ensure consistency
- Devise and maintain letter templates in clear written English for managers to use when corresponding with employees in accordance with policy and legal precedent
- Alert Managers, HRM's or HRA's of any timescale triggers
- Ensure relevant case management tracking or filing systems are updated with case notes or copies or correspondence
- To act as a point of contact for HR internal enquiries via telephone, and email
- To arrange meetings on behalf of the Human Resources Managers such as exit interviews, maternity meetings and Flexible Rostering etc.
- To co-ordinate, maintain and manage records as directed by the HR Hub Manager,.
- Undertake document searches on relevant systems to satisfy requests for information, ie SAR, Datix, GDPR etc
- To attend and participate in meetings and produce minutes, as required
- To liaise with payroll and collect staff information relating to mortgage and property rental references and prepare draft responses for employees.
- To act up in the absence of the HR Hub Manager if appropriate.
- To undertake any other duties as may be required commensurate with the level of the post and its responsibilities.
- *Transactional is defined as:
 - Adoption
 - Annual Leave Calculations
 - Covid Status recording
 - DBS checks (non-recruitment)
 - Employee References
 - Flexi requests (inc Job Share)
 - Jury Service
 - Leavers (inc Retirement)
 - Mandatory Vaccines
 - MAT leave
 - Name changes

- 3rd Party claims
- OH appointment requests
- Omnidox Filing
- Paternity Leave
- Parental Leave (Inc Shared)
- Right to Work
- Sickness Absence
- Visa checks
- Visa compliance reporting

Infection Prevention & Control

All Trust employees, whether involved directly or indirectly in the provision of healthcare, have a duty to co-operate with and implement Trust policies and procedures in preventing and controlling infection. This includes co-operation with colleagues and contractors also involved in the provision of healthcare so far as is necessary to enable the Trust to meet its obligations under the Health and Social Care Act 2008.

Safeguarding

The London Ambulance Service NHS Trust is committed to safeguarding and promoting the welfare of children and young people and adults at risk and expects all staff and volunteers to share this commitment and ensure they work in accordance with the LAS Safeguarding Child and Adult at Risks Policies and Procedures.

Staff should ensure that they remain up to date with safeguarding training requirements and know how to report safeguarding concerns or allegations against staff and should follow safeguarding policy and procedures and the allegations against staff policy.

Confidentiality

Maintain confidentiality in relation to personal data held for colleagues and patients, ensuring that it is processed lawfully; for no purpose other than that for which it was obtained; is relevant to that purpose; is retained for no longer than is necessary; is processed in accordance with the rights of the subject to access and accuracy; and is protected from accidental loss or damage in accordance with the requirements of the Data Protection Act (as amended), and records management guidance.

Maintain confidentiality of patient-identifiable personal data using a non-identifiable alternative, where practicable, and limiting access on a strictly need to know basis in accordance with the responsibilities of the Trust's Caldicott Guardian.

Risk

Accept personal responsibility for contributing to the Trust's management of risk, including the reasonable avoidance of any action which would knowingly cause unacceptable risk to self, others, or to the Trust.

As far as is reasonably practicable attempt to prevent other people from undertaking tasks or actions which would knowingly cause risks to self, others, or to the Trust, in accordance with Trust policy and training.

Identify and report actual or potential hazards/ risks in the work environment in accordance with Trust policies, and take immediate action to minimise risks where it is reasonably practicable to do so.

Identify and report to the appropriate authority incidents of risk, neglect, abuse or endangerment to vulnerable adults and children.

Follow LAS policy on use of PPE (Personal Protective Equipment) e.g. Stab Vests, Hi- Visibility Clothing, Gloves, Visors etc.

Awareness of and compliance with Health and Safety Regulations.

Equality and Diversity

The Trust recognises the benefits of a diverse workforce reflective of the communities that we serve, and is committed to equal opportunities in employment with a devotion to eliminate all forms of unlawful discrimination. The Trust aims to promote equality of opportunity and good relations between staff and patients (including volunteers, contractors and bank staff). All individuals have a duty to adhere to the Trust Equality and Diversity policy and an individual responsibility towards the application and understanding of the Equality Act 2010. Inequitable behaviour will not be tolerated and every person has a responsibility to highlight discriminatory practice.

Health and Safety at work

In addition to the Trust's responsibilities under the Health and Safety legislation, you are reminded of your responsibilities for health and safety at work under the Health and Safety at Work Act 1974 (as amended) and associated legislation. These include the duty to take reasonable care of the health and safety of yourself and others in your work activities and to co-operate with your employer in the discharge of its statutory duties. You must adhere strictly to the Trust's policies and procedures on health and safety and report all accidents, dangerous occurrences, unsafe practices or damage to your manager promptly using the Trust's incident reporting system. You must make use of appropriate training, safety equipment, protective clothing and footwear and attend training. Failure to comply with these requirements may result in disciplinary action.

Disclosure and Baring Service (DBS)

If the post you are undertaking requires you to complete a DBS disclosure, this will be managed and processed in line with the DBS Policy and you will be required to sign up and maintain your subscription to the DBS Update Service.

Values and Behaviours

Caring

Kindness – be caring and compassionate, polite, welcoming, approachable

Positive – embrace change, be enthusiastic and optimistic, proactive

Empathetic – put myself in other people's shoes, consider other perspectives

Listening – hear others, be open, approachable, give others space to speak

Respect

Equity – be fair, embrace diversity, accept others for who they are

Inclusive – advocate for others, ask for input, seek out alternative views

Understanding – be interested in others' feelings, stories and backgrounds

Appreciative – offer descriptive praise, seek out feedback, value others

Teamwork

Supportive – offer help when you notice others need it, check in regularly

Collaborative – seek opportunities to work together, communicate, clarify

Professional – be accountable, responsible for my attitude, calm and reassuring

Integrity – be honest, share learnings, act in others' and LAS' best interests

Person Specification

Qualifications, Accreditations, Education

| | Essential | Evidence |
|--------------------------------------------------------------------------------------------------------|-----------|----------|
| GCSE or equivalent level of qualification in English and Maths | ✓ | A/I/T |
| Experience | | |
| Previous experience of working in an Administration role, preferably a Human Resources Department | ✓ | A/I |
| Previous experience of working in a unionised environment | Desirable | A |
| Previous experience of minute taking | Desirable | A/I |
| Knowledge and Skills | | |
| Basic knowledge of HR best practice | Desirable | A/I/T |
| Basic knowledge of employment law | Desirable | A/I/T |
| Understanding of the core business of the London Ambulance Service and current issues and developments | Desirable | A/I |
| Understanding of current NHS issues and developments | Desirable | A/I |

Caring | Respect | Teamwork

Building a world-class ambulance service for a world class city

| Personal Abilities | | |
|------------------------------------------------------------------------------------|---|-------|
| Adhere to the Trust values and behaviours | ✓ | A/I/T |
| Excellent attention to detail | ✓ | A/I/T |
| Excellent interpersonal, written and oral communication skills | ✓ | A/I/T |
| Able to liaise confidently and effectively with all levels of staff and management | ✓ | A/I |
| Able to identify, plan and prioritise own work to achieve deadlines | ✓ | A/I/T |
| Ability to act appropriately on own initiative and work with minimal supervision | ✓ | A/I/T |
| Able to use computer packages such as MS Word, Microsoft Office and Excel | ✓ | A/T |
| Good word processing skills | ✓ | A/T |
| Able to maintain confidentiality | ✓ | A/I |

Key: A = application, T = test, I = interview

Created: **July 2022**