

Job Title: HR Administrator	Role Profile Number:
Grade: Salary: L	Date Prepared: July 2021
Directorate/Group: Business Services and Support/HR Operations	Reporting to: Team Lead – HR Advisors
Structure Chart attached:	Yes

Job Purpose

- To act as first point of contact for HR queries on a wide range of SBC employee's pay, terms and conditions of employment and benefits, responsible for receiving and resolving enquiries through phone calls and email.
- To process employee information, including starters and leavers, and amendments, ensuring the integrity and accuracy of data input onto the HR and Payroll system
- To take responsibility for a wide range of HR administration including, but not limited to statutory maternity letters, childcare vouchers.
- Processing all starters and leavers, assisting with full process when required.
- Conduct weekly authorisation checks for employees contractual changes, relating to pay terms and conditions and grade. Liaising with HR colleagues as required.
- Process invoices and complete payment processing for finance on a monthly basis.
- DBS renewal tracking and monitoring across SBC on a quarterly basis.
- Monthly monitoring of secondments, fixed term contracts, honorariums and acting up end dates, to ensure audit compliance is correct and the authorisation process is being followed.
- Employee references, work permit and mortgage references upon request
- Advise on right to work process, monitor and check all expiry's on a monthly basis.
- Monthly retention payments to check eligibility, providing any data to senior HR advisors.
- To support People, Culture and Organisational Resilience projects as required.

Key Accountabilities

- To be the first point of contact receiving and resolving basic HR queries and where appropriate forwarding specialist queries to, appropriate senior or advisors.
- To develop a wide understanding of terms and conditions , pay scales and benefits related to SBC,giving accurate advice and support
- Ensure that all advice is carried out in accordance within employment legislation requirements, HR policies.
- Manage all HR administration tasks in line with defined deadlines.
- Input contractual data onto ITrent within specified payroll deadlines
- To contribute to improving processes including developing FAQ's on all areas allowing for consistency of advice and improving processes and procedures
- Follows agreed methodology and process but is flexible to change when new ideas are agreed
- Feed ideas, observations and suggestions for improvements when they become apparent
- Works with other areas of the HR Administration team, to deliver objectives
- To support People, Culture and Organisational Resilience projects as required.
- Maintain accurate and up-to-date management information systems
- Manage, store, use and maintain 'personal data' ensuring compliance with the Council's Data Protection policy
- Share expertise and skills with others in the team
- Plans and implements personal and professional development, participating in training and other learning activities as required
- Develop relationships with managers and employees, contributing to the development of the service.

Knowledge & Experience

- Experienced HR administrator with a wide working knowledge of policies, codes of practice and employment legislation
- NVQ 3 or equivalent experience
- Full working knowledge of Microsoft Office, Outlook , Excel
- Good communicator and able to build and develop relationships with internal and external customers
- Knows how to deliver service excellence, handle and resolve complaints and deal with difficult customers
- Work constructively as a team, understanding the roles and responsibilities and willingness to support others

Decision Making

- Be confident in giving accurate and timely advice on a range of HR queries
- Manage a varied workload and demonstrate an ability to prioritise and meet regular deadlines
- Demonstrate initiative and willingness to learn new tasks
- To be able to identify, based on knowledge and experience, when to escalate information and queries to minimise the risk of breaching legislation or policy.

Creativity and Innovation

- Contribute to the development of internal HR processes ensuring improving business processes.
- Problem solving
- Solution focussed

Contacts and Relationships

- Managers and employees of the Council, Swindon Commercial Services
- Members of the public and potential employees
- The wider HR team

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

None

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	