



ROLE PROFILE

HR ADMINISTRATOR

Permanent, 15 hours per week (0.4 FTE)

ROLE PURPOSE

To provide a full HR administration service to the HR department and to internal and external customers, acting as a first point of contact for all HR enquiries.

POSITION DESCRIPTION

In this role, your accountabilities and responsibilities are...

1. Administration

- Primary management of the HR inbox, handling all initial contact into the HR department and signposting onwards as appropriate
- To provide general administrative support to the HR department as required, including filing, answering telephones, scanning, photocopying, emails, devising and maintaining standard documents and templates
- Ensure electronic and paper-based personnel records are maintained (including absences, holidays, starters and leavers, benefits) and filing/archiving is completed in a timely manner
- Maintain up-to-date procedures for all HR Administrator duties

2. Recruitment, selection and induction

- To provide administrative support to the recruitment process including:
 - Assist in preparation of recruitment documents
 - Acknowledge and organise application forms, ensuring paperwork is filed
 - Assist in preparation of shortlisting and selection documentation for managers, including printing/copying of interview forms
 - Provide logistics support for interviews

3. Onboarding

- Produce and issue offer letters, prepare contracts, complete employment checks, including references, right to work, qualification checks
- Ensure new starter paperwork is completed and relevant information provided to Payroll and benefits providers
- Administer the new starter tick list to ensure a smooth onboarding process for the new employee
- Liaise with line managers in development of an orientation schedule
- Administer the probation process to ensure line managers are aware of when review meetings are due, and where forms can be found

4. Health and Safety

- Work with the Facilities Manager to coordinate the IFES fire team
- Administer the IFES fire folder

5. Staff development

THE RESPONSIBILITIES, ACCOUNTABILITIES AND REPORTING STRUCTURE FOR THIS ROLE WILL BE REVIEWED PERIODICALLY AND UPDATED, IF REQUIRED

DATE LAST REVIEWED:

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- Assist with the annual appraisal cycle, prompting and following up with line managers as required, recording completed appraisals and training needs
- To provide training administration, including booking venues and maintain training records

6. HR Database

- Be the primary contact for queries on the HR system
- Ensure the HR database accurately reflects current staff conditions and details, including input of starters and leavers, contractual amendments, change of details, annual leave, recording of sickness and other leave
- Regular database maintenance

7. Employee Relations

- Respond to general queries from line managers and employees, pointing them to the appropriate policies and procedures, and escalating where appropriate
- Provide administrative support to line managers in HR processes, undertaking such tasks as may be required
- Administer, promote, and track usage of staff benefits schemes

8. Leaver Administration

- Ensure resignations are acknowledged in a timely manner, and the line manager is aware of the process
- Administer the leaver tick lists
- Ensure leaver paperwork is on file, and outstanding annual leave is calculated and Payroll informed

9. Additional Duties

- Provide administrative support to the Crisis Management Team
- Administer the travel insurance policy
- Provide visa application support to staff, preparing letters and supporting documentation as requested

In addition: carrying out any other duties or projects within the scope, spirit and purpose of the job, as requested by the supervisor.

In this role, you will work with different people and teams, they are...

- employees and line managers from International Services offices and IFES regions
- Blue Boar House facilities team
- external suppliers

PERSON SPECIFICATION

To do this role, you will meet the criteria below.

Description	Essential	Desirable
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1. Physique/impact on others	Professional and friendly manner on paper, email, telephone and in person	
2. Qualifications	A good level of formal education (minimum GCSE C or equivalent in Maths and English)	Certificate or Diploma in Customer Service CIPD Certificate or Diploma in HR
3. Experience	<p>Previous experience in a generalist HR department and knowledge of HR processes</p> <p>Experience in a customer-facing role</p> <p>Previous experience in database administration</p>	<p>Previous experience in the charity sector</p> <p>Experience working in a cross-cultural context</p> <p>Experience dealing with difficult customers</p>
4. Skills	<p>Well-developed interpersonal skills and be able to relate and communicate well with colleagues at all levels</p> <p>Outstanding multitasking skills, with a proven ability to manage a diverse and dynamic workload</p> <p>Highly organised and structured, but also able to adapt to changing prioritise and team needs</p> <p>Excellent customer care skills</p> <p>Discrete and able to work appropriately with confidential and sensitive information</p> <p>Strong organisational skills including ability to manage time and prioritise effectively</p> <p>Able to influence and negotiate</p> <p>Strong verbal, written and numeracy skills</p> <p>Excellent typing and data entry skills</p> <p>Strong IT skills with a good knowledge of Microsoft packages, and ability to learn new software quickly</p> <p>Able to work on own initiative within specified guidelines or processes, problem solving as may be required</p>	<p>Working knowledge of French or Spanish</p> <p>Knowledge of HRIS and CRM databases</p>

5. Disposition/personality	<p>Be a committed Christian in lifestyle and enthusiastic about world mission</p> <p>Be excited by the vision of IFES ministry and in full agreement with its doctrinal basis</p> <p>Be in sympathy with IFES' stated aims and doctrinal basis</p> <p>A self-starter who is unfazed by new or complex tasks; able to take initiative to find solutions and learn new skills</p> <p>Welcomes feedback and seeks to learn and improve from mistakes</p> <p>Good at building rapport</p> <p>Adaptable</p> <p>Calm and professional</p> <p>Patient</p> <p>Excellent attention to detail</p> <p>Able to work effectively under pressure</p>	
6. Motivation	<p>Self-motivated and able to work independently as well as collaboratively within teams</p> <p>Passion for helping others</p> <p>Driven to achieve targets and deliver excellent customer care</p>	

THE BEHAVIOUR INDICATORS EXPECTED IN THIS ROLE ARE...

Delivering results: This is about delivering through others with clear plans and an empowering approach to ensure accountability for delivery of customer outcomes.

Learning and improvement: This is about promoting an improvement, no-blame environment giving people confidence to try out new things and make and learn from mistakes.

Communicating and influencing: This is about role-modelling a truly open and transparent approach, communicating with impact around key messages, and reflecting Biblical values in interactions with staff and external stakeholders.

Acting as one team: This is about creating opportunities to work alongside, learn and solve problems collaboratively with a range of people across teams.

Enabling change: This is about helping others in times of change or uncertainty, giving them the confidence to trust and belief in you and IFES goals.

Making decisions: This is about setting priorities and enabling effective decisions based on appropriate analysis, data and understanding of customer requirements.

Engaging people: This is about creating opportunities for relationship building and building a supportive, respectful working environment.

Christian spirituality and discipleship: Playing a key role in the spiritual life of the office, including praying for colleagues and the ministry of IFES.

Christian witness: demonstrating Christian spirituality in your lifestyle and a regular commitment to a local church.

Department: HR	Division: International Services UK	
Reporting To: HR Partner	Location: Oxford	
Number of Direct Reports: 0	Job Level: Band H <i><u>HR Use Only</u></i>	Job Ref No: <i><u>HR Use Only</u></i>

SAFEGUARDING

IFES is committed to safeguarding the well-being of all service users, employees and volunteers who are involved in or affected by our work. All children and adults, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation, or identity, have the right to equal protection from all types of harm or abuse and the right to be treated with respect and dignity.

All employees and volunteers have a duty to prevent the abuse of children and adults and report any safeguarding concerns to the relevant person.