



## JOB DESCRIPTION

<b>Job Title:</b>	HR Assistant
<b>Reports To:</b>	HR Coordinator
<b>Team:</b>	HR
<b>Directorate(s):</b>	Corporate Services
<b>Grade:</b>	BHA D
<b>Job purpose:</b>	To provide a highly confidential and effective administrative support to the HR Team. Giving advice and guidance to staff, assisting with the provision of an efficient and effective HR service across the Group. Supporting delivery of all the HR team processes.

### Overview:

#### 1. Key skills to do the job

- Understanding of general HR processes to include recruitment, inductions, contract variations and termination processes.
- Understanding of standard benefits offered to staff such as life assurance, Health care plans, car allowances.
- IT skills to use to make processes more digital and efficient.

#### Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

##### **Openness**

You will admit to mistakes and learn from them.

##### **Responsible**

You will actively use your skills and knowledge to ensure high quality outcomes.

##### **Collaborative**

You will support Broadland's one team approach and challenge silo working when you are aware of it.

**Fair**

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

**Innovative**

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

**Reliable**

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

**Trustworthy**

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

**Environmentally Aware**

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

**2. Communication & Interpersonal Skills**

- Ability to communicate clearly both written and verbal. To ensure that messages are clear, concise and understandable.
- Professional, confidential and compassionate manner when handling any HR issues or queries digitally (including video calls) or in person.
- Confidence to work with, or present to, groups of people either in meetings or training events.

**3. Delegated authority**

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You must work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

**Key activities of the role:**

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- Provide a full HR service and administrative support to the HR Team including:
  - Recruitment / new starters / induction
  - Terminations
  - Data Entry / management of online documents & HR System
  - Monthly payroll administration
  - Contract variations
  - Benefits administration
  - Invoice Management
  - Note taking at ER meetings
- Provide guidance on the application of all HR areas at the appropriate level, ensuring understanding and excellent service experience by customers. This includes but is not limited to absence / leave, benefits, fleet, recruitment, training, health matters and general queries.
- Support the Fleet & Training Coordinator as required, including being able to provide cover in their absence.
- Support the delivery of the annual HR Plan and ad-hoc projects as identified.
- Regularly review and suggest improvements to your own and the HR team's practices.

#### **Common Features applicable to all roles within Broadland:**

- Flexibility in out of hours working, as business needs dictate
- A driving license is required in order to support at meetings across BHA offices.
- You must keep up to date with sector developments and particularly any applicable to your own role.
- All professional CPD, corporate or job specific training required by the Group as part of your job, is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. These principles apply to all systems containing personal data that you use, and all personal data that you process or have access to. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



## **PERSON SPECIFICATION**

**Job Title:** HR Assistant

### **Essential Criteria**

#### **Qualifications**

- Passes at GSCE (or equivalent) in Maths and English
- Driving Licence

#### **Experience**

- At least 1 year experience of working in an HR administration role covering all areas of generalist HR admin work.
- Excellent digital competence to include MS Word, Excel, Outlook and Teams.

### **Desirable Criteria**

#### **Qualifications**

- CIPD Foundation Certificate in People Practice (or equivalent)
- 2 A Level passes (or equivalent)
- IT skills qualification

#### **Experience**

- 2 or more years' experience working in an HR Team as an HR Assistant or Administrator