**JOB DESCRIPTION**

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| **JOB TITLE:** | People and Corporate Services Administrator |
| **REPORTS TO:** | People Services Manager with a dotted line to the Voluntary Services Lead |

**JOB SUMMARY**

To provide effective and efficient administration of employee. Volunteer and corporate services processes (including recruitment, learning, employee relations, wellbeing, engagement, reward, reporting, health and safety and fleet) to the organisation to enhance manager, staff and volunteer experience and maintain operational resilience and compliance.

To support the development of efficient and effective processes and systems and continuous improvement

To support the development and delivery of the organisation’s people and volunteer plans and its operational delivery plan.

**OPERATIONAL RESPONSIBILITIES**

**People Services Administration**

* First point of contact for all routine queries and requests for information from staff and managers
* Coordinate the recruitment process, including supporting managers with their preparation and completion of recruitment campaigns and supporting the completion of attraction, selection, pre-employment checks and administration, as required
* Complete process administration across the employee life cycle, ensuring accurate record keeping and reporting and that all data is handled in line with the organisation’s information governance policies.
* Act as system owner for our HR information system to ensure that functionality, processes and data capture and reporting meet current and future business needs
* Support managers with sickness absence administration and management processes
* Complete learning administration and reporting, including being the system administrator for our learning system(s)
* Complete required pay, benefits and job evaluation administration
* Complete payroll administration of time and attendance, starters, leavers and changes in line with schedule and partner with our outsourced payroll provider to provide efficient, joined up people and payroll processes.
* Maintain and follow process notes for all people, volunteer and corporate services processes.
* Support and contribute to continuous process improvement around people processes and systems

**Voluntary Services**

* Partner with the Voluntary Services Administrator in recruitment, retention and development initiatives to provide a consistent experience to volunteers and employees
* Complete volunteer process administration across the volunteer journey, ensuring accurate record keeping and reporting and that all data is handled in line with the organization’s information governance policies.
* Complete learning administration and reporting for volunteers in addition to staff as above
* Provide support for reception service to ensure resilience in support of volunteers

**Policies, Procedures, Toolkits and Training**

* Support the development of people, volunteer and corporate services policies, procedures, guides and toolkits that meet business requirements and objectives and are compliant with employment law, sector standards and good practice
* Support the development and delivery of manager induction and system and process training

**Fleet**

* Administer the processes that ensure that hospice vehicles are compliant with all good practice, legal and insurance requirements

**Health and Safety and Estates**

* Support the administration of health and safety and estates processes and reporting as required

**COMMUNICATION AND WORKING RELATIONSHIPS**

* Support and coach managers on people and volunteer processes
* Work with other teams on providing effective and efficient joined-up processes which deliver organisational benefit
* Build networks internally and externally to support continuous improvement
* To contribute to the maintenance of St. Rocco’s credibility, success and reputation.
* As part of the whole hospice team, contribute actively to a culture of collaboration and continuous improvement.

**INFORMATION SYSTEMS**

* Produce regular and ad hoc reports to support governance and decision making across all areas of people, volunteer and corporate services
* Maintain records, systems and data to ensure reports and insights are accurate, aligned with finance and actionable

**RESPONSIBILITY FOR PATIENT/CLIENT CARE**

Ad hoc social contact with patients and service users.

**SUPPORTING THE FUTURE OF OUR HOSPICE**

St. Rocco’s Hospice is a registered charity, not part of the NHS and it costs over £5 million to run the Hospice every year. We rely on support from the community of Warrington, both through volunteering time and donating goods and money to enable us to provide our palliative and extended care services.

For this reason, it is expected that all members of staff will also support the fundraising activities of the Hospice. Every staff member will be encouraged to help at, participate in, or support our fundraising activities throughout the year. Opportunities to support fundraising activities vary and could include taking part in any of our events, supporting shop events, raising sponsorship or attending cheque presentations. Staff members will be asked as part of their annual appraisal in what ways they have supported the future sustainability of our hospice.

**POLICIES AND SAFEGUARDING**

It is an expectation of all roles at St Rocco’s that staff will adhere to policies and procedures as published on the company drive, requirements detailed in the Staff Handbook and other reasonable management requests.

It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Adults and Children as stated in the Hospice Safeguarding Policy. The post holder is responsible for ensuring they complete the appropriate level of safeguarding training according to their role.

**GENERAL DATA PROTECTION REGULATIONS, DATA PROTECTION ACT 2018:** **and any relevant data protection legislation in force at any given time.**

All staff must at all times maintain high levels of confidentiality and information security, complying with the relevant legislation such as the Data Protection Act and the Computer Misuse Act.

Where any processing of information takes place (paper records or electronically) you must ensure that the data is of good quality, accurate and relevant for its purpose.

All employees must adhere to our policies on Information Governance which provide guidance on the use and disclosure of information. The Hospice also has a range of policies for the use of computer equipment and computer-generated information, which detail your obligations and include references to current legislation.

**HEALTH AND SAFETY**

We are dedicated to the health, safety and welfare of all our staff and volunteers. All employees will be responsible for their own health, safety and welfare, and that of others who may be affected by their actions or omissions, and for identifying and reporting any possible risks or near misses to a responsible manager. All employees will be required to observe appropriate legislation and codes of practice in connection with their role and will be provided with training and support to do so.

**CHANGES TO THIS JOB DESCRIPTION**

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

As roles and responsibilities will change and evolve over time, you have a responsibility to discuss any significant job changes with your line manager at the time the change occurs and agree any permanent substantial change.

The above can not represent an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Person Specification**

**TITLE: People and Corporate Services Administrator**

**DEPARTMENT: People Services**

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| **Criteria for selection** | **Essential** | **Desirable** |
| **Education/Qualifications**  Education to degree level  Education to degree level in a business or social science discipline  An interest in developing a career in HR or Volunteer Management | Y | Y  Y |
| **Knowledge/experience/skills**  Accuracy and attention to detail  Ability to work at pace and prioritise a busy workload  Excellent verbal and written communication skills, including letter writing, handling internal and external contacts professionally and responsively  Ability to communicate in simple, clear terms and have a creative/flexible approach to communication  Good analytical ability  Understand and apply need to manage confidential and sensitive information  Intermediate level of Microsoft Office, particularly Excel  Relevant work experience in generalist HR/People administration | Y  Y  Y  Y  Y  Y  Y  Y | Y |
| **Personal Qualities**  Can do approach  Self-motivated, determined, resilient and tenacious  High level of drive and energy  Ability to engage with individuals at all levels  Values-driven | Y  Y  Y  Y  Y |  |