

## Job Description

<i>Job Title:</i>	<b>HR Administrator</b>
<i>Department:</i>	<b>Human Resources</b> <i>Reporting to:</i> <b>Head of HR</b>
<i>Payroll Department</i>	<b>COH - HRF</b>
<i>People Responsibilities:</i>	None

### Main Purpose of Role:

To provide a professional and efficient HR administration and advisory service to managers and employees on all aspects of HR, in line with association policies and procedures. Ensure the effective function of day-to-day HR activities. Responsible for the delivery of HR administration and operational HR aspects of the full employment life cycle. Regularly review current working processes and systems and make recommendations for change/improvement where needed.

### Role Responsibilities:

- Manage our HR inbox, resolving queries promptly and escalating issues to the Head of HR where appropriate
- Conduct all day-to-day HR administration and operational tasks covering the full employment lifecycle, including support for the performance management cycle, annual pay review, benefits renewal, etc.
- Process all HR documentation, such as employment contracts, changes to terms and conditions, and any related administration.
- Update and maintain accurate employee data on the HR databases and systems (Employment Hero, Atlas, Teamseer & internal HR drive) and support the provision of HR metrics.
- Act as the first point of contact for staff, managers and external stakeholders in relation to HR processes, policies and queries.
- Run and monitor absence reports, highlighting issues to managers; provide support, advice and guidance to managers on all aspects of sickness absence including occupational health, reasonable adjustments etc.
- Prepare the payroll by collating, inputting and sending relevant data to the third-party payroll provider.
- Manage all recruitment admin including liaising with managers, candidates and agencies, placing adverts and supporting interviews. Produce offer paperwork.
- Organise and conduct employee inductions in collaboration with managers to ensure the appropriate process is followed, including regular review of the process to maximise the onboarding experience.
- Manage the leaver process, conduct exit interviews, documentation and reporting.
- Assist with our annual employee engagement survey including helping to set it up, analysing the results, making recommendations, and working with the Head of HR on implementing changes.
- Responsible for the administration of all the employee benefits including updating providers and payroll on changes, supporting annual renewal, addressing queries, etc.
- Promote employee development by acknowledging all training requests, managing the training budget and approving requests where possible, ensuring relevant administration is processed.
- Update HR policies & procedures so they are in line with current legislation and industry standards and updating the HTA Intranet with these updates.
- Provide administrative support to key HR projects and people initiatives
- Undertake such other duties, commensurate with the responsibilities above, as may from time to time be required by the Head of HR and members of the HTA management team.

**Essential Skills and Qualifications:**

- Previous experience in a similar fast paced HR generalist role including supporting payroll processing with an outsourced payroll provider
- Strong communication skills and an understanding of the importance of confidentiality with the ability to be objective and empathetic
- Strong administrative, organisational and time management skills
- Strong aptitude for IT – able to pick up new tech quickly and have demonstrable knowledge of MS Office including Outlook and HR information systems
- High attention to detail
- Excellent customer service skills both written and verbal
- Able to effectively engage and build solid relationships with colleagues across the organisation and external stakeholders
- Positive attitude and problem-solving approach
- A team player and able to work independently
- Ideally CIPD qualified or working towards this
- Educated to GCSE standard

**Desirable Knowledge, Skills and Experience required:**

- CIPD Level 5 qualified, or working towards
- An enthusiasm for gardens/gardening, the outdoor environment and contributing to it
- Experience of supporting employee relations matters / case management and providing HR risk based advice

**HTA Core Purpose**

We help our members to flourish.

**HTA Mission Statement**

On behalf of our members we promote, support and nurture our industry to ensure a robust and sustainable future. Our aim is to recruit and retain people with the behaviours that support our mission and who will grow with us and achieve more.

**Our Values****Collaboration**

Approachable, responsive and helpful, nothing is too much trouble. Enthusiastic, self-motivated and confident with a 'can do' attitude

**Integrity**

Demonstrate honesty, trust, openness and respect when liaising with people. Treat everyone as an individual and be responsive to their needs.

**Innovation**

Keen to develop and learn new skills. Welcomes change, is flexible and can adapt and deal with various demands. Pro-active, open to new ideas and encouraging of ways to continually improve.

**Influence**

A good communicator who listens and is able to express themselves clearly. A professional and informed approach to our members and customers. Providing specialist knowledge leading to a fulfilling experience.