

HR Administrator

Role Title	HR Administrator
Department	Human Resources
Reports to	Head of HR
Location	Horticulture House, Chilton, Oxfordshire
Hours/week	Full time role (35 hours/week)
Status	Permanent
Role purpose	<p>To provide a professional and efficient HR administration and advisory service to managers and employees on all aspects of HR, in line with our policies and procedures. Ensure the effective function of day-to-day HR activities.</p> <p>Regularly review current working processes and systems and make recommendations for change/improvement where needed.</p>
Key areas of responsibility	<ol style="list-style-type: none"> 1. Employee lifecycle admin & policies 2. Reward, benefits & wellbeing 3. Recruitment & onboarding 4. Employee relations 5. HR projects 6. Training & development 7. Personal development
Key stakeholders	<ul style="list-style-type: none"> • HR team • All employees • Service providers e.g. recruitment agencies, benefit providers & brokers, training organisations, HR software organisations, external networks and organisations with relation to HR/people
Key performance indicators	<ul style="list-style-type: none"> • All work is carried out with the utmost confidentiality • Accurate & timely production of all tasks • Prompt resolution to queries • Checklists are followed • Employment law & company employment policies are followed • Data protection compliance at all times • Demonstrates aptitude for learning • Continuously expanding own HR technical knowledge • Role models our organisational values (Collaboration, Integrity, Innovation, Influence)

Key Responsibilities

1 Employee lifecycle & policies

- Manage our HR inbox responding promptly to queries and escalating issues to the Head of HR when required
- Act as the first point of contact for staff, managers and external stakeholders in relation to HR processes, policies and queries. Provide basic advice in line with company policies e.g. holiday, sickness absence, development, performance, benefits, payroll etc
- Produce high quality employee lifecycle communications following our HR processes and checklists e.g. letters, emails, employee announcements etc
- Responsible for updating our HR software with any people changes and updating all electronic HR files and records e.g. new starters details, pay rise, change in hours etc. Ensure complete accuracy and confidentiality at all times.
- Become an expert in our HR software systems, answering any queries from employees and providing basic training for employees, managers and new starters if required
- Produce basic HR metric data for the Head of HR to use for the monthly HR reports
- Assist with the data/content for presentations, reports and emails
- Manage the leaver process, conduct exit interviews, documentation and reporting
- Ensure the organisation chart and all HR pages on the intranet are up to date at all times
- Support the Head of HR to keep policies and procedures up to date and in line with employment legislation. Update the HTA Intranet with these changes.
- 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 leadership team.

2 Reward, benefits & wellbeing

- Add all people changes which will impact payroll to our payroll tracker
- Prepare the data for monthly payroll by collating, inputting and sending relevant data to the third-party payroll provider
- Responsible for the administration of all the employee benefits including updating providers with new starters and leavers
- Run and monitor monthly 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
- Provide admin assistance with the annual renewal of all employee benefits
- Provide admin assistance with the annual pay review process
- Carry out external and internal salary benchmarking
- Support the Head of HR with wellbeing and mental health campaigns, training and employee cases
- Responsible for our HR wellbeing calendar. Draft employee communications to raise awareness on particular topics. Coordinate events and initiatives.
- When more experienced in the role, become a Mental Health First Aider

3 Recruitment & onboarding

- 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.

4 Employee relations

- Provide admin support to employee relations cases e.g. sickness absence, performance issues. This might include taking meeting notes, preparing documentation, keeping files up to date etc.

5 HR projects

- 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.
- Provide admin support to key HR projects and people initiatives
- Join the Diversity, Equity and Inclusion (DEI) Champion group at the HTA, providing input and support to all DEI activities

6 Training & development

- Promote employee development by acknowledging all training requests, managing the training budget and approving requests where possible, ensuring relevant administration is processed
- Provide admin support for the annual appraisal process

7 Personal development

- Demonstrate the required technical knowledge for the role
- Proactively develop own technical knowledge through on the job training, coaching from the Head of HR, employment law update webinars, reading updates online etc
- Study towards the CIPD qualification
- Embrace feedback, insights and apply to learning
- Use self-reflection and other methods to identify own learning needs and put solutions in place
- Provide timely feedback to colleagues to assist with their development and performance

Essential Qualifications, Experience & Skills

- Previous experience in a similar fast-paced HR generalist role (not essential but would be useful)
- Strong communication skills
- Fluent in both written and spoken English
- Excellent administrative, organisational and time management skills
- Competent in Microsoft Outlook, Word, Excel & Powerpoint
- High attention to detail
- Strong aptitude for IT – able to pick up new tech quickly
- CIPD qualified or willing to work towards this
- An enthusiasm for gardens/gardening, the outdoor environment and contributing to it

Behavioural competencies

- Drive and commitment to make things happen
- Positive attitude and problem-solving approach
- Thrive in a fast-paced environment
- Carry out work with a high level of confidentiality

- Strong customer focus
- Able to effectively engage and build effective relationships with colleagues across the organisation and external stakeholders
- Collaborative team player with the confidence to work independently

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.