



## Apprentice HR Administrator – People and culture

### **MAIN PURPOSE**

The main purpose of your role is to provide top-notch administrative and HR support to our people and culture team and managers across the organisation. This is a varied role in a busy environment where you'll provide general advice and support on all aspects of HR procedures and processes, as well as supporting with our wellbeing and engagement initiatives. Working in our people and culture team means you'll be someone who lives and breathes our values and demonstrates them in everything you do.

### **SCOPE OF JOB AND FOCUS OF ROLE**

- Service Delivery – 80%
- People Management and Relationships – 20%

### **TERMS & CONDITIONS**

#### **Contract Type**

This is a fixed term contract for 18 months.

#### **Salary**

£7.00 per an hour.

#### **Hours**

37 hours per week worked over Monday to Friday.

#### **Location**

Eleanor Rathbone House, 24 Derby Road, Liverpool, L5 9PR.

#### **Annual Leave**

23 days per year. In addition to eight paid statutory bank holidays (bank holidays are pro rata for part-time staff).

#### **Pensions**

PSS operates an Occupational Pension Scheme with The People's Pension.

#### **Conditions of Service**

Offers of employment are made subject to the following conditions:

- a) Completion of medical questionnaire
- b) Receipt of two satisfactory references, including one reference from a current or most recent employer.
- c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

## **KEY RESPONSIBILITIES**

### **Service Delivery**

- You'll be one of our go-to people for all staff across the organisation, to give friendly and professional support on general HR queries (e.g. annual leave, probationary periods, etc), and making sure where appropriate, queries are escalated to the appropriate people and culture colleague.
- Administrative duties as required to support key HR employee lifecycle processes such as dealing with new starters and leavers (e.g. requests for references, ID badges etc).
- Support the team in administering changes to employee details through the employee lifecycle and making sure that accurate employment records are held for all our staff using our in-house HR system.
- Support HR assistant with the HR end of year processing including any salary uplifts and annual leave processes.
- Support the team with the production of regular management information and key people metrics for people reporting, maximising the use of Excel/HR system.
- Support your senior people and culture colleagues with event planning and communications around employee engagement activities, celebrations and awards.
- Support your senior people and culture colleagues in an administrative capacity with formal HR meetings such as capability and disciplinary.
- Actively promote our employee offer and incentives around staff benefits and wellbeing initiatives.
- Support PSS's commitment to equity, diversity, and inclusion and promoting and supporting non-discriminatory practices in all aspects of work.
- Support the review of various HR policies, making sure they're still relevant, up to date, demonstrating good practice and referring to relevant employment legislation.

### **People Management and Relationships**

- You'll use your dazzling personality to develop and maintain good working relationships across PSS.
- You'll have excellent customer-focus, helping with enquiries either by telephone, email, or in person.

### **Finance and Resource Management**

- Support the team with the collection and input of information and data.
- Check absence records against certification received whilst making sure the correct details are cascaded through to payroll.
- Maintain confidential HR staff records.

## **Sustainability and Business Development**

- Work proactively to recommend changes to processes and procedures to improve service, efficiency, and enhance the people and culture offering.
- Support the team in playing a key role in helping us recruit and retain talent.

## **Additional Duties**

- Any other administrative duties relevant to your role, such as maintaining team stationery/supplies, making sure authorisation is gained for invoices etc.
- You'll actively get involved in developing your individual learning objectives and plan, attend staff performance management meetings and learning and development reviews.
- Support the team with research and information gathering to keep up to date and on top of best practice on employment law and legislation.
- Support the simplification where possible of people and culture documents and correspondence making sure these are consistent in PSS voice, in line with internal communications strategy and employee brand.
- You'll be flexible in your approach and be happy to take on anything else that might come up and is relevant to your role.
- All roles are subject to change from time to time and this job description will be reviewed regularly and might be updated to include reasonable changes in line with the job holder.

## **JOB DESCRIPTION**

This job description is a guide to the work you'll be required to do and represents a range of responsibilities comparable with the grade for the post. It does not form part of your contract of employment.

**Person Specification**

**Job Title: Apprentice HR Administrator**

<b>Requirement</b>	<b>Essential</b>	<b>Assess from:</b>
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical C = Copy of certificates
<b>Attitude</b>		
Commitment to, and demonstration of the PSS values and their application to the delivery of quality services	E	A/I
Flexibility with regard to day-to-day tasks and responsive to team needs. 'Can-do' attitude	E	I
Ability to work on own and as part of a team	E	A/I
Demonstrates a professional approach to work and relationships across the business	E	A/I
Proactive, solution focused and forward thinking	E	I
<b>Knowledge</b>		
Maintenance of electronic files and record keeping	D	A/I
Microsoft Office applications e.g. Word, Excel, Outlook	E	A/I/E
<b>Skills</b>		
Good communication skills	E	A/I/E/R
Good IT skills	E	A/I/E
Collaborate well with others and embrace teamwork	E	A/I
Highly organised with ability to prioritise	E	A/I/E
<b>Experience</b>		
Using IT systems including Microsoft Office applications e.g. Word, Excel, Outlook	E	A/I/R
Providing good customer service	D	I/R
Working in a team	D	I/R
<b>Qualifications and training</b>		
Minimum English and Maths GCSE (Grade 4) or equivalent Level 2	E	C