

TEAM MEMBER ROLE PROFILE – May 2022

Title Reports to Level	HR Services Administrator HR Business Partner NT3	Business: Harlow College Location: Harlow, Essex	
ROLE IN CONTEXT	ROLE IN ACTION	NEED TO KNOW	NEED TO BE
<p>Context</p> <p>1. Success To be part of a forward-looking FE college, currently the number one provider nationally for student success and value added. We aim to provide our students with "more than a qualification", providing them with the skills to achieve 1st class destinations and employment.</p> <p>2. Culture To contribute to a results driven operation in a fast paced culture where flexibility, hard work and change are the norm and our core values are:</p> <ul style="list-style-type: none"> • Students at the Heart • Work hard/work together • Be your best, be your future • Always be Innovative and Enterprising <p>3. People Individuals not numbers, we believe all our people, both staff and students, have the potential to succeed in whatever they set their minds to and, at Harlow College, everything we do is about getting them there.</p> <p>Purpose and Dimensions</p> <p>1. Job Purpose Provide a customer focussed and professional HR administration service.</p> <p>2. Function's Strategy Contribute to the delivery of the HR Strategy to deliver a first class HR Service.</p> <p>3. Key Partners/Relationships:</p> <ul style="list-style-type: none"> • Managers and Staff of the College • Job applicants and customers of the HR Service • External agencies 	<p>Core Areas of Responsibility</p> <ol style="list-style-type: none"> 1. Assist the HR Practitioner with the administration and co-ordination of the recruitment, selection and appointment of staff including the issue of offer letters and contracts of employment 2. Offer a responsive HR customer focused service, responding to queries on behalf of the team. Responsible for the HR email Inbox ensuring all queries are responded to in a timely manner and escalating where necessary. 3. Assist the HR Business Partner and wider team with administration tasks as required. 4. Assist in the administration of the leaver processes. 5. Organise and maintain HR/payroll systems recording personal data. 6. Administer and organise the staff induction programme for all new staff and existing staff that move roles. 7. Deal with any correspondence connected to the employment of staff including the provision of references for past and present employees. 8. Record HR monitoring information on the systems and produce periodic reports for Managers. 9. Administer and record qualifications and CPD events both internally and externally. 10. Monitor, record and co-ordinate the administration of sickness absence for all staff. 11. Administer the implementation of the sickness absence policy, arranging and coordinating threshold meetings with staff. 12. Assist in the organisation of the college's health and wellbeing programme. 13. Assist the HR Business Partner in tracking probation records. 14. OH Administration – Scheduling and monitoring the OH process ensuring all recommendations are communicated and liaising with Line Managers on implementation. 15. Responsible for issuing all staff passes and confidently using the Net2 System and keeping the Net2 system up to date alongside with the H&S Manager. 16. Complete DBS Applications with new starters and rechecks with current employees. 17. Record and implement The Access to Work process ensuring equipment is ordered and implemented in time so we can claim the monies back 18. Adhoc duties as required i.e. invigilation, open 	<p>Organisational Capabilities</p> <ol style="list-style-type: none"> 1. Ability to work to the standards and set procedures that come with the necessary scrutiny when working in the public sector but in optimum resource efficient ways so as to minimise delays and over-administration. 2. Achieves maximum benefit from limited resources. 3. Quickly adapts to change and sees it as an organisational 'norm'. <p>Be the Expert (technical knowledge, qualifications, experience, occupational competence & requirements, etc)</p> <ol style="list-style-type: none"> 1. Education to a minimum of Level 2 standard including English and Maths. 2. Ideally have experience working within an HR Administration role. 3. Be e- literate and competent in all Microsoft packages. 4. Some experience of maintaining an HR or other record systems and be willing to train to use the College system. 5. Understand the need for confidentiality and the requirements of the safeguarding legislation. 6. Be customer focused, flexible and the ability to adapt to change. 7. Able to work methodically and accurately under pressure, manage your own workload and meet deadlines. 	<p>Competencies (core for all HC team members)</p> <p>1. Learning Orientated</p> <ul style="list-style-type: none"> • An active participant in the College's Performance Development process (company appraisal scheme) • Seeks feedback on their own performance from a variety of sources • Shares learning with others • Engages in development activities and achieves tangible progression • Reviews activities/projects and identifies what worked well and what could be improved <p>2. Results Focused</p> <ul style="list-style-type: none"> • Restless bias to achieve exceptional standards and deliver success • Remains focused on the priorities and delivers them relentlessly despite issues that may arise • Resolves issues that affect targets being met <p>3. Quality Minded</p> <ul style="list-style-type: none"> • Is fully engaged with the College's Quality Improvement cycle • Is rigorous in analysis including self assessment • Notices quality performance in others and offers feedback accordingly • Recognises that high quality outputs require high quality inputs and operates accordingly <p>Role Competencies (specific to role)</p> <p>4. Customer Focus</p> <ul style="list-style-type: none"> • Considers customer perspective when implementing systems and processes • Uses customer feedback to continuously improve the customer experience • Responds to customer complaints promptly and positively <p>5. Communicates with Impact</p> <ul style="list-style-type: none"> • Adapts style appropriately to suit the audience • Actively listens • Communicates clearly (both written and oral) • Builds positive relationships within and beyond own working area • Communicate with customers, staff and managers at all levels

	<p>evening and enrolment duties</p> <p>19. Payroll administration ensuring that all data is input in a timely manner.</p> <p>20. Timely monitoring of the SCR</p> <p>21. Cover for the HR Practitioner role when they are on annual leave.</p> <p>Critical Success Factors</p> <p>1. The provision of a high quality, customer focused administration service measured by</p> <ul style="list-style-type: none">• Your ability work quickly and accurately to payroll or other deadlines• Minimising the number of complaints received• Receipt of positive feedback on the service provided• Accurate data entry• That events take place according to plan		
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