

HR Assistant

Division/Department	Human Resources
Reports to	HR Manager
Responsible for	No direct reports

Role Overview

To assist the HR team in delivering a high level of service to the business by ensuring that work is processed accurately and efficiently and within the agreed time-scales.

Key Areas of Responsibility

Pay and Benefits

- Supporting the HR Administrator with the monthly Payroll process queries, providing any additional support during busy periods to ensure processes such as bonus/bonus sacrifice and buying/selling of leave are processed correctly.
- Completing the monthly payroll second checks ensuring that all contractual changes, benefits, adhoc payments/deductions, starters and leavers are processed correctly.
- Assisting the HR Manager in the renewal of staff benefits including PMI, Life Assurance and EAP.
- Supporting the HR Manager and HR Assistant in reviewing our benefits package and sourcing staff discounts / corporate partnerships where appropriate.
- Ensuring that all documentation relating to staff benefits is engaging, up to date, relevant and visible in the appropriate places around the office i.e. EAP information cards.
- Supporting the HR Administrator with all queries relating to the company pension scheme process, processing work where necessary.
- Working with the HR Administrator to provide updates on complex pension queries to the HR Business Partner where appropriate.
- Supporting the HR Administrator with any queries relating to the monthly analysis of the pension discrepancy report, ensuring the findings are escalated appropriately.
- Acting as an escalation point to the HR Administrator for the administration of all employee benefits (pension, childcare vouchers, eye-care, PMI, staff discount).

New starters, internal movers and leavers

- Working with the HR Assistant to deliver the HR induction for all new starters as part of the Welcome Workshop.
- Ensuring that the HR induction is regularly reviewed and updated to reflect any changes to our people policies and practices.
- Managing the HR Survey Monkey account, ensuring that the access level is fit for purpose, saving feedback questionnaires into the relevant staff file and conducting the feedback meetings where appropriate.
- Ensuring that all new starters, internal movers and leavers receive the relevant feedback questionnaire via email or workflow notification, reviewing the responses, escalating any points of concern to the appropriate HR practitioner and carrying out face to face meetings where necessary.
- Supporting the HR team by analysing new starter/leaver feedback appropriately and identifying common themes or trends.

- Supporting the HR team by producing relevant MI to support the trends identified in new starter / leaver feedback.

Administration and reporting

- Supporting the HR Administrator on any complex queries that come in via the HR inbox.
- Completing the second check on all letters that have been drafted by the HR Administrator.
- Supporting the team where necessary with the administration involved in the annual PDR process.
- Supporting the HR team by drafting letters to support their ER caseload (e.g. ER/cessation of sick pay).
- Supporting the HR team by creating and running relevant reports or MI where necessary.
- Supporting the HR team by analysing data where appropriate.
- Assisting the HR team by producing the relevant people reports to support their ER caseload (e.g. sickness absence, career history, live warnings).

HR Social

- Maintaining the 'key dates' calendar containing all important dates that should be recognised and celebrated across the business i.e. Mental Health Awareness Week, Black History Month, International Women's Day, Pride etc.
- Supporting the HR Assistant in creating suggestions and ideas on how those 'key dates' should be celebrated across the business and providing support with the running those events.
- Supporting the organisation of the Summer and Christmas parties, liaising with the Marketing team where necessary.

Miscellaneous

- Assist the HR Manager/Head of HR/HR Director with any HR projects, as necessary.
- Take minutes in formal hearings where necessary.

Education and Knowledge Requirements

Essential	Desirable
<ul style="list-style-type: none"> • Level 3 CIPD qualification • Good knowledge of UK employment law. 	<ul style="list-style-type: none"> • Educated to A level or equivalent standard

Experience Requirements

Essential	Desirable
<ul style="list-style-type: none"> • At least 1-2 years HR administration experience • Experience processing/supporting the payroll process. • Experience of using a HR system. • Experience manipulating/analysing data and producing MI. 	

<ul style="list-style-type: none"> • Experience of managing conflicting work priorities. 	
Attributes	
<ul style="list-style-type: none"> • A high level of confidentiality • Flexibility and willingness to learn • Good written communication skills • Good verbal communication skills • Good IT skills • Good organisational skills • Efficient and proactive • Ability to multi-task and prioritise effectively • Works well in a team as well as individually • Excellent Interpersonal skills • Tact and diplomacy • Ability to work accurately with attention to detail 	
Competency Requirements	
<p>Working with others (level B) Works collaboratively with others to achieve common goals</p> <p>Impact and influence (level B) Builds rapport, uses persuasion and influence to obtain support and buy-in for activities to the benefit of the business</p> <p>Leadership (level A) Demonstrates an ability to drive, motivate and inspire both self and others to achieve goals</p> <p>Developing self and others (level A) Develops self and others, showing a genuine interest in helping others reach their potential</p> <p>Achievement orientation (level B) Works to achieve results and improve individual and company performance through what they do</p> <p>Customer orientation (level A) Develops and maintains strong relationships with our customers and understands how this relationship is central to Transacts success</p> <p>Relationship building (level A/B) Builds mutually beneficial, collaborative, long term relationships both internally and externally</p> <p>Planning and organising (level B) Has ability to plan, organise and prioritise work</p> <p>Innovation and continuous improvement (level A)</p>	

Seeks and uses ideas to continually improve performance or themselves and the business

Analytical thinking and decision making (level B)

Has ability to analyse, investigate and interpret information, issues and situations to make the right decisions in a timely manner

Financial and business awareness (level A)

Understands what Transact does and the business environment in which it operates

Accountability

As a financial services company we are bound by various rules and regulations. In this role you are particularly accountable for these areas:

Continual Professional Development (CPD)

- Attend and participate in internal training courses as required by your role.
- Undertake continual professional development relevant to your role.
- Continue to maintain technical knowledge and contribute to the development of the knowledge of other team members.

Compliance & Risk

- Adhere to all processes and deadlines as required by the Group Compliance department in line with regulations.
- Understand the risks, control and governance requirements for the group and flag and escalate risks and error within your remit.
- Comply with all internal policies and procedures.
- Comply with the Conduct Rules.

Training and Competency

All of our staff are expected to acquire and maintain the desired level of competence for their role which requires them to have the skills, knowledge and expertise needed to discharge the responsibilities of their role.