

**HR ADMINISTRATOR**

**JOB DESCRIPTION**

**Job title**: HR Administrator

**Based**: The Old Police House, London, Hyde Park W2 2UH with travel to all parks

**Salary**: £25,000 - £28,500 per annum, depending on experience.

**Terms**: 12-month fixed term contract, full-time, 36 hours per week, including agile/hybrid working options.

26 days annual leave plus public holidays.

A pension scheme and healthcare plan are available.

**Reporting to:** HR Advisor

**Responsible for:** No direct reports

**Internal relationships:** HR team; Finance; IT; employees, line managers and heads of department within allocated directorate(s)

**External relationships:** Benefits providers, payroll and systems suppliers.

**BACKGROUND**

The Royal Parks is a charity that manages over 5,000 acres of diverse parkland, rare habitats and historic buildings and monuments in eight Royal Parks across London. These are: Hyde Park, Kensington Gardens, The Green Park, St James’s Park, The Regent’s Park and Primrose Hill, Greenwich Park, Richmond Park and Bushy Park. We also manage other important public spaces including Brompton Cemetery and Victoria Tower Gardens. Our eight Royal Parks and other public spaces are among the most visited attractions in the UK with 77 million visits every year.

**JOB PURPOSE**

An integral member of the HR function, you will support the HR team in providing an exceptional standard of customer service to internal and external customers. You will do this by assisting HR Advisors with administrative support across all areas of the employee lifecycle including recruitment, payroll, employee relations and learning & development, as well as general queries and projects.

**MAIN DUTIES/RESPONSIBILITIES**

**Recruitment**

* Publish new job adverts on various internal and external job boards.
* Act as the first point of contact for candidates throughout the recruitment process.
* Prepare shortlisting and interview packs and reply to queries from interview panel members.
* Provide administrative assistance during recruitment/assessment days.
* Prepare new starter documentation including offer letters and contracts.
* Request/provide references, process criminal record (DBS) and “right to work” checks.

**Payroll**

* Update payroll with changes e.g. starters, leavers, pay rises and maternity leave.
* Ensure payroll evidence is complete and correctly filed.
* Run basic reports e.g. overtime and sickness.
* Complete pension administration.
* Liaise with colleagues/teams to ensure their pay is processed accurately.
* Liaise with our payroll, pensions and benefits providers.

**Employee relations**

* Take notes at employee relations related meetings including investigations and disciplinaries.
* Monitor sickness and other absences and inform the HR Advisor when a trigger has been hit.
* Prepare and arrange basic occupational health referrals.

**Learning and Development**

* Support the Learning & Development Manager by setting up meeting rooms (both in person and virtual), organising course materials, ordering catering and providing in-person assistance on the day when needed.

**General administration/other**

* Provide a professional and efficient standard of customer service to all internal and external customers responding to all queries in a timely and accurate manner.
* Draft routine HR letters and update the HR database.
* Respond to queries over the phone and from the HR Operations inbox.
* Process purchase orders, goods receipt notes and invoices.
* Draft and upload content to the intranet to publicise HR news.
* Support other members of the HR team with ad hoc project administration.
* Ensure familiarity and commitment to our values, policies and procedures including our security, health and safety, IT, data protection and equality and diversity policies.
* Undertake any other tasks as reasonably directed.

**PERSON SPECIFICATION**

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| **Selection criteria** | **Essential / Desirable** |
| **Qualifications** | |
| * CIPD qualification (level 3 or 5) | **D** |
| **Experience** | |
| * Experience of working in a busy office environment providing administrative support to colleagues. | **D** |
| * Experience of HR policies, procedures, databases and reports. | **D** |
| **Skills, knowledge and ability** | |
| * Excellent attention to detail and organisational skills with the ability to complete a variety of tasks in a timely manner to a high standard. | **E** |
| * Excellent customer service skills with the ability to communicate in a clear and professional manner. | **E** |
| * High standard of written English with the ability to draft routine HR letters and explain policies and procedures in plain English. | **E** |
| * Solid Microsoft Office (Word, Excel, PowerPoint, Outlook) skills with the ability to create and manipulate basic spreadsheets, update presentations and respond to queries in multiple inboxes. | **E** |
| * Good numeracy skills to calculate part-time salaries and process pay rises. | **E** |
| * Adaptable team-player with a can-do attitude, proactive in identifying problems and developing solutions at pace. | **E** |
| * Commitment to the principles of data protection with the ability to build trust and preserve confidentiality. | **E** |
| **Other** | |
| * Commitment to The Royal Parks’ values of being responsible, excellent, inclusive, open and respectful, and a commitment to supporting diverse and inclusive teams. | **E** |

The Royal Parks is committed to creating a diverse and inclusive workplace and is an equal opportunity employer. We encourage applications from candidates from all backgrounds and successful candidates will be appointed on merit.