



Job Description

HR Assistant



The role

Reporting to the HR Manager, you will act as first point of contact for HR-related queries from managers and employees, and seeking to retain employees through professional customer service, policy and procedure and best practice. You will be responsible for updating and maintaining essential HR information and working as part of the HR team.



You will be responsible for:

- Delivering excellent customer service to line managers and employees by acting as first point of contact for HR-related queries, escalating any complex queries as appropriate to the HR Manager and 3rd party advisory service.
- Support line managers with probation cases, AWOL cases and low-level absence management cases in line with policy, procedure and best practice.
- Processing employee contract changes, ensuring line managers have provided the correct information, issuing contract variation letters and updating the HR and payroll system.
- Process reference requests for current and ex-employees in a timely manner.
- Facilitate the accuracy of HR management information data by ensuring the HR database accurately reflect current employee data, liaising with line managers and the payroll department as appropriate.
- Process employee leavers by sending resignation acknowledgment letters and accurately terminating the employee on the HR database and with the payroll team.
- Ensure line managers are undertaking exit interviews upon employee resignations and maintain the retention database to capture feedback provided by leavers.
- Ensure ongoing compliance of employees in respect of right to work and DBS checks when current checks expire.
- To carry out general administrative tasks as part of the Talent Team which includes sorting post, scanning and filing, answering the telephone,
- To manage the HR inbox, responding to all emails within the day that they are received and escalating if required.
- Provide assistance and cover to the Recruitment and Compliance Administrator including reference gathering, checking documents and requesting DBS checks.
- Work with the HR Manager to identify process improvements and system changes to improve data quality and efficiencies.



What do you need?

- CIPD Level 3 or equivalent
- Strong HR administrative experience
- Experience of working with confidential information and an understanding of GDPR in relation to HR
- Excellent organisational skills with a methodical approach and attention to detail
- Experience of using MS Office for processing letters, spreadsheets or other documentation; experience in using and updating HR systems
- Commitment to continued personal development, keeping informed of policy and legislation changes
- Engaged team player