

---

## Job Description

### HR Assistant

---

The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- 1 Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
- 2 Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
- 3 Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

**Hours:** 37 hours per week, flexitime policy operates.  
28 days annual leave plus public holidays

**Reporting to:** HR Manager

#### **Prime objectives of the post:**

To support the HR Manager and work as part of the HR Team to provide a professional, high quality, timely, customer focused HR recruitment/contractual administration/transactional service to key stakeholders, job applicants and staff throughout Diverse Cymru.

In addition, to provide administrative support across the organisation as directed by the HR Manager

This will be achieved working closely with the HR Manager and providing (with support and training) high quality HR administrative support across the full spectrum of HR administration, including:

- Recruitment and selection
- Right to Work checks
- Issuing Annual Leave cards and monitoring leave management by staff
- Absence/Sickness management
- Payroll updates
- Administration support providing letters for grading of posts
- Probation administration
- Maternity/Paternity administration
- Equality and Diversity
- Administration of performance management and improvement systems
- Recording and monitoring supervision records; raising relevant issues with senior management that require action.
- Termination of employment
- Upkeep of electronically stored personal records (including DBS checks and new staff references)
- Regular HR Audit checks to ensure integrity of data is maintained
- Administration of and Compliance with Data Protection Legislation
- Assistance with the development and maintenance of Diverse Cymru policies and relevant procedures
- Deliver regular reports, as required, to members of the Senior Management Team and the HR Sub Group
- Report when required, to the HR Sub Group and take minutes
- Administration of Diverse Cymru's external complaints procedures, responding to, and dealing with, external complaints in accordance with Diverse Cymru's Complaints Policy and Procedures.
- General HR Administration

## **General**

To apply a good working knowledge of HR administrative systems to answer queries and resolves problems from colleagues and external stakeholders.

To manage the workload allocated by the HR Manager; ensuring that all queries are dealt with in a timely, accurate manner, escalating complex problems to the HR Manager or relevant senior colleague as required.

To make effective and accurate use of the HR /Payroll system, to input and revise data and produce contractual and other documentation.

To take ownership of any query and/or issues raised seeing it through to resolution and keeping the HR Manager informed where appropriate.

To accurately calculate pay, annual leave and other contractual entitlements.

To follow published procedures and work instructions where supplied, using appropriate judgement as to when to escalate an unusual enquiry to the HR Manager.

To provide excellent customer care at all times, contacting external stakeholder to source and exchange information as required.

To draft (and on occasion amend) contractual/recruitment documentation, ensuring the content is complete, accurate and appropriate for the circumstances.

To ensure that all written documentation i.e. e-mail, letters, contracts are accurate and contain the correct information and the content is suitable for the recipient to receive. Take responsibility and sign all appropriate correspondence.

To instigate and process completed HR forms as allocated, ensuring appropriate levels of authorisation (financial and otherwise) are obtained before any contractual changes are actioned.

To contribute to the on-going review and improvement of HR operational processes

To provide informal coaching/training experience to colleagues in relation to HR administrative tasks.

To maintain confidentiality in all matters, adhering to Data Protection legislation at all times.

To take ownership of identifying any system input /administration outputs, taking corrective action for any conflicts in the information that are processed and ensuring this is corrected in consultation with the HR Manager

To provide administrative support as directed by the HR Manager across the one or more operational teams, and generally in response to peaks and troughs of business activity.

To have an understanding of how equality and diversity applies to the responsibilities of the role and to actively promote equality and diversity in all aspects of the role.

Any other duties that fall with the remits of the post as allocated by the HR Manager following consultation with the post holder.

**Supervision and guidance:**

- Reports to the HR Manager but will be expected to work on own initiative with a high degree of independence, referring only complex issues to the HR Manager
- Will work closely with the Senior Management Team in terms of consistent work practices, mutual support, and sharing of information and best practice
- Will respond to guidance from the HR Sub Group
- Will be expected to participate in Continuing Professional Development

**Supervisory responsibilities:**

- None

**Range of decision making:**

- Will be required to exercise a high degree of professional judgement, consistency and objectivity in relation to both external and internal information

**RESPONSIBILITY FOR ASSETS, MATERIALS ETC:**

- Access to paper/computerised records containing personal and confidential information.
- Responsible for data collected in pursuit of the above objectives.
- General responsibility for all equipment and furniture in the post-holder's work area (including where appropriate home area).

**Contacts:**

Operational contact with:

- Diverse Cymru staff (including the Senior Management Team) and the HR Sub Group
- Agencies involved in recruitment, training / coaching / mentoring / Continuing Professional Development