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**JOB DESCRIPTION**

**JOB DETAILS**

Job Title: HR Helpdesk Administrator

Band: 3

Reports to: HR Helpdesk Manager

Department/Division: HR Systems & Informatics Team/Shared Service Centre/Transformation & Organisational Development

**JOB PURPOSE**

To provide proactive, comprehensive and professional day-to-day HR administrative support services to staff and managers regarding queries related to Covid 19 and across our HR Helpdesk as required.

Administrators will provide this support via telephone and email resolving queries, updating and maintaining our database and other IT systems used within our service. Managing workload effectively and responding positively to frequent interruptions from telephone calls.

The job holder may be expected to work across a number of functions within the HR Service Centre.

**DIMENSIONS/KEY WORKING RELATIONS**

**Dimensions**

Member of a small team (approx. 10 administrators)

Approximately 1500 new starters per year

15,000 employees

Key working relationships

The jobholder will need to forge effective working relationships with staff at all levels. Of particular importance is the need to establish effective working relationships with:

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| **Internal to the Trust** | **External to the Trust** |
| * All managers * Clinical and non-clinical staff * Internal Applicants | * Applicants * Colleges and universities * Recruitment and staffing Agencies * Other NHS organisations |

**KEY RESULT AREAS/ PRINCIPAL DUTIES AND RESONSIBILITIES**

To act as a point of contact for information and advice on HR policies and procedures within the HR Helpdesk, answering/resolving queries via telephone, letter and/or email. Communicate information to help promote good practice. Ensuring Trust HR policies and procedures are adhered to, supporting management requirements.

**Customer Service Delivery**

* Ensure all incidents and service requests are recorded accurately, categorised, prioritised and managed on the Helpdesk Logging System.
* Aim to respond to and fix incident and service requests within set parameters at first point of contact, whilst maintaining a fast and efficient service.
* Analyse situations and process information to identify and resolve a wide range of problems regarding first line support for areas that fall under the HR Shared Service Centre.
* Provide front line remote management services to resolve incidents where possible and within agreed timescales.
* Ensure all calls not resolved at first point of contact are passed onto the relevant second level support staff for resolution, in a manner according to their urgency.
* Progress follow up calls on behalf of customers, escalating where service level targets have been breached or unacceptable delays have been experienced.
* Liaise with third party organisations and suppliers, ensuring that issues are tracked, satisfactorily completed and recorded appropriately.
* Provide data to identify most frequently received queries to assist in populating the ‘HR Portal’ for advice/FAQ.
* Create, update and/or maintain records via HR systems including the Electronic Staff Record system, HealthRoster, CRMS, NHS jobs, Staff Expenses system producing reports and to participate in, and support regular audits of the systems to confirm on going compliance and data quality escalating as appropriate any concerns.
* Updating data on workforce systems producing routine reports as required.
* Support the Trusts training and development programmes relating to Recruitment and Selection, Payroll, HR systems, participate in the delivery of workshops to ensure organisational knowledge and skills in this area are developed and maintained.
* Undertake other duties as required, and provide cover for other members of staff within the Shared Service Centre working with those teams as appropriate and commensurate with the role / band.

**Key Performance Indicators**

* Calls are handled in a professional and courteous manner.
* All calls are logged accurately, categorised and assigned as appropriate.
* Service Desk Team Management is kept informed of outstanding issues at all times.
* Calls within the responsibility of the Hub, both as a team and as an individual are responded to and fixed with the Service Level agreements.
* Users feel confident their problem has been resolved over the telephone or passed on/escalated to the appropriate team/person.
* Calls are dealt with in a professional manner, keeping the call brief and to the point.
* Accurate and timely liaison with other teams involved in High priority situations.
* Maintain a professional and courteous environment at all times.

**OTHER RESPONSIBILITES**

* General office administration duties as required any other such duties commensurate with the grade of the post.
* Assume responsibility for own professional development
* Ensure that all activity undertaken is in accordance with the objectives and philosophy of the Trust and meets the performance standards of the HR Service Centre.
* To take part in regular performance appraisal.
* To undertake nay training required in order to maintain competency including mandatory training i.e. Fire, Manual Handling
* To contribute to and work within a safe working environment

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trusts disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST – Vision and Values**

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness and Integrity

Fairness

Inclusion & Collaboration

Respect & Dignity

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**GENERAL**

This is a description of the job as it is now. We periodically examine employees’ job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

The Royal Devon is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help in quitting call: 01392 207462.

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**PERSON SPECIFICATION**

**POST: HR Helpdesk Administrator**

**BAND: 3**

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| **REQUIREMENTS** | **At Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**  5 GCSE (grades A-C) or equivalent including English and Mathematics or relevant subjects, or proven experience through practice.  NVQ III in Administration or equivalent experience.  Foundation Certificate in Personnel Practice or equivalent experience. | E  E  D | E  E  E |
| **KNOWLEDGE / SKILLS**  Knowledge of Microsoft Office (Word, Excel, Outlook)  Excellent computer and IT skills to enable the production or reports and spread sheets.  Good administrative and organisational skills.  Excellent verbal/written communication skills.  Good interpersonal skills.  Able to deal confidently and tactfully with people at all levels.  Numerate.  Attention to detail.  Ability to multi-task  Able to problem solve.  Knowledge of Recruitment and Selection policies and best practice.  Knowledge of NHS Check Standards.  Knowledge of NHS.  Knowledge of NHS Agenda for Change Terms and Conditions of employment.  Knowledge of Medical & Dental national Terms and Conditions. | E  E  E  E  E  E  E  E  E  E  D  D  D  D  D | E  E  E  E  E  E  E  E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Experience of using Microsoft Office (Word, Excel, Outlook) at an intermediate level.  Experience of working in a busy administrative environment.  Experience in using databases to input, maintain and report on personal information.  Experience in delivering high standards of customer service.  Excellent telephone manner, experience of dealing with high volume telephone calls/enquiries.  Experience in using NHS jobs, Electronic Staff Record (ESR).  Experience of working in a payroll and/or HR environment.  Previous NHS experience. | E  E  E  E  E  D  D | E  E  E  E  E  E  E |
| **PERSONAL ATTRIBUTES**  **Customer Focused**  Deliver high customer service when answering the phone, emails and face to face.  Responsive and flexible  Ability to work in a fast paced environment, meet deadlines and prioritise effectively.  Understand and works with confidential information.  **Maximising Value**  Identify and report inefficiencies quickly  **Achieving Results**  Adhered to deadlines.  Solution focussed  **Working Together**  Works together as a team  Adaptable and flexible | E  E  E  E  E  E  E  E  E | E  E  E  E  E  E  E  E  E |

\*Essential/Desirable

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| **HAZARDS: -Updated 31st May 2013** | | | | | |
| Laboratory Specimens |  | Clinical contact with Patients |  | Dealing with violence & aggression of patients/relatives |  |
| Blood/ Body Fluids |  | Dusty Environment |  | VDU Use (occasional) | X |
| Radiation/ Lasers |  | Challenging Behaviour |  | Manual Handling | X |
| Solvents |  | Driving |  | Noise/Vibration |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation | X |
| Cytotoxic Drugs |  | Electrical Work |  | Night Working |  |