

JOB DESCRIPTION

HR Shared Service Coordinator

(Reporting to HR Shared Service Team Lead)

General Scope of the Post

To support the Shared Service function with the full range of HR, Training & Recruitment administrative duties for the Trust.

To support the Operations Centre generally by contributing to the efficient and effective running of the office.

Principal Duties:

1. To take responsibility for ensuring accurate and correct employee training information is inputted on to HR.NET, including creating and closing course sessions. Reviewing and promoting upcoming training courses and maintaining course waiting lists.
2. Secure and book suitable training venues and locations for larger training events
3. Prepare Training Materials for Care Certificate Courses
4. Reporting for Elearning and prepare and distribute certificates of completion
5. To act as first point of contact for all HR and Training related queries
6. Support the applicant to employee onboarding process, ensuring starter forms are provided to payroll according to county deadlines
7. Provide Super User support and advice for applicants and hiring managers using the recruitment system
8. Maintain HR systems with changes or user set ups
9. Maintain HR Shared drive, HRIS and Paper personnel files
10. Administering the employee lifecycle; including but not limited to starters, changes to terms and conditions, transfers and leavers processes
11. Requesting and providing employment references
12. To support the development and implementation of Shared Services through HR & Training administration process improvement.
13. Any other duties as delegated by the Shared Service Team Lead.

General Requirements

In addition to the above, there are some general requirements that apply to all jobs in the Trust:

- To attend Care Certificate Training Induction
- To participate in staff meetings
- To participate in personal development review

Health and Safety

To be responsible for your own health and safety and that of anybody else whom your acts or omissions may affect and also be aware of and adhere to fire precautions.

Equal Opportunities

To adhere to equal opportunity principles and the Trust's anti-discriminatory policy.

PERSON SPECIFICATION

TRAINING ADMINISTRATION ASSISTANT

ESSENTIAL	DESIRABLE
<u>Qualifications:</u> GCSE English and Maths (grades A-C) or equivalent IT Literate – MS Office	Any administration qualification Administration experience
<u>General Aptitude:</u> Able to work independently Able to prioritise Able to accommodate changes in work practice Have potential for further IT training Able to maintain confidentiality Able to organise workload	
<u>Motivation:</u> Understanding and commitment to equal opportunities and working in an anti-discriminatory manner	
<u>Knowledge:</u> Knowledge of Microsoft Word, Excel and Outlook	
<u>Specific Skills:</u> Excellent telephone manner Able to draft non-standard letters etc Able to undertake substantial amounts of routine administration	
<u>Interpersonal Skills:</u> The ability to form positive relationships with colleagues Be able to communicate effectively and efficiently Have excellent time management skills	
<u>Team Skills:</u> The ability to work as part of a team and promote harmonious relationships Able to recognise and respect the contributions of other staff and act supportively	