

Post Details		Last Updated: 08/01/2020	
<b>Faculty/Administrative/Service Department</b>	Human Resources Faculty of Engineering and Physical Sciences		
<b>Job Title</b>	HR Administration Assistant		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	2A
<b>Responsible to</b>	HR Advisor		
<b>Responsible for (Staff)</b>	N/A		
<b>Job Purpose Statement</b> To provide a professional administration support service to the Faculty Human Resources Team, in order to contribute to the operational efficiency of the department.			
<b>Key Responsibilities</b>			
<ol style="list-style-type: none"> <li>1. Ensure Associate staff contracts are sent out in a timely manner and to log the claims made on the HR spreadsheet.</li> <li>2. Maintain the Faculty academic probation process by sending out reminders to individuals, chasing paperwork from the centre administrators and updating the HR spreadsheets.</li> <li>3. To assist new starters and provide any bank letters required, as well as checking passports and visas to ensure compliance for work.</li> <li>4. To log all sickness and ensure return to work dates are entered when applicable.</li> <li>5. To ensure the annual immigration check is recorded in accordance with UKVI requirements.</li> <li>6. To ensure all appraisal data is recorded and outstanding documents chased.</li> <li>7. To provide general administration support such as new starter files, archiving, filing, processing of interview and visa expenses, stationery ordering and photocopying.</li> <li>8. Ensuring all filing systems, paper and electronic are kept up to date and in line with University policy and Data Protection legislation.</li> </ol> <p><b>N.B. The above list is not exhaustive.</b></p>			
<b>All staff are expected to:</b>			
<ul style="list-style-type: none"> <li>• Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.</li> <li>• Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.</li> <li>• Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.</li> <li>• Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.</li> <li>• Undertake such other duties within the scope of the post as may be requested by your Manager.</li> <li>• Work supportively with colleagues, operating in a collegiate manner at all times.</li> </ul>			
<b>Help maintain a safe working environment by:</b>			
<ul style="list-style-type: none"> <li>• Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.</li> <li>• Following local codes of safe working practices and the University of Surrey Health and Safety Policy.</li> </ul>			
<b>Elements of the Role</b>			
<b>Planning and Organising</b>			
<ul style="list-style-type: none"> <li>• The post holder is expected to undertake basic administration tasks on a daily basis whilst organising their own work load to ensure that simple tasks are achieved in a timely manner.</li> <li>• The post holder will be allocated tasks on a weekly basis. They will be responsible for ensuring all relevant data is complete, for pre-defined deadlines, as directed by the HR Advisor.</li> </ul>			
<b>Problem Solving and Decision Making</b>			
<ul style="list-style-type: none"> <li>• The post holder will be able to make effective decisions on a day to day basis, using University and HR rules, guidelines, policy and procedure.</li> <li>• The post holder will encounter similar situations requiring resolution by choosing the right answer through previous experience.</li> <li>• The post holder may occasionally experience more unusual queries or issues, where there is no formal guidance. In these cases the post holder is required to interpret past precedents and apply their judgement or if the issue is not straightforward, they will refer to their Line Manager for guidance/resolution.</li> </ul>			

### **Continuous Improvement**

- The post holder is expected to identify and suggest to their Line Manager any improvements or developments to current working practices and where appropriate (following approval) implement those changes.

### **Accountability**

- The post holder should understand the confidential nature of the role as they will be privy to staff data held within the HR database and personnel files. Failure to ensure confidentiality may result in litigation and breach of data protection laws.
- The post holder must be a proficient and confident communicator. They are responsible for providing excellent customer service both on the telephone, via email and in person to those making contact with the department.

### **Dimensions of the role**

- The post holder has no direct reports or managerial or supervisory responsibility.
- Budgetary responsibility is not part of this role.
- The post holder must develop relationships with a range of staff at all levels.

### **Supplementary Information**

This role is a key part of the HR team and plays integral role in helping Faculty HR deliver an excellent service to both academics and professional services and technical staff.

## **Person Specification**

### **Qualifications and Professional Memberships**

GCSE level (numeracy and literacy) or equivalent vocational qualifications, plus basic relevant experience in a similar or related role  
OR some relevant work experience in a similar or related role

E

**Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/  
Desirable**

**Level  
1-3**

Previous experience of working in an administrative role

E

2

Good customer service skills

E

1

Good IT skills

E

1

Experience of HR administration

D

n/a

Experience of Higher Education Sector

D

n/a

### **Special Requirements:**

**Essential/  
Desirable**

N/A

### **Core Competencies**

**Level  
1-3**

Communication

2

Adaptability / Flexibility

1

Customer/Client service and support

2

Planning and Organising

1

Continuous Improvement

1

Problem Solving and Decision Making Skills

1

Managing and Developing Performance

n/a

Creative and Analytical Thinking

n/a

Influencing, Persuasion and Negotiation Skills	n/a
Strategic Thinking & Leadership	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

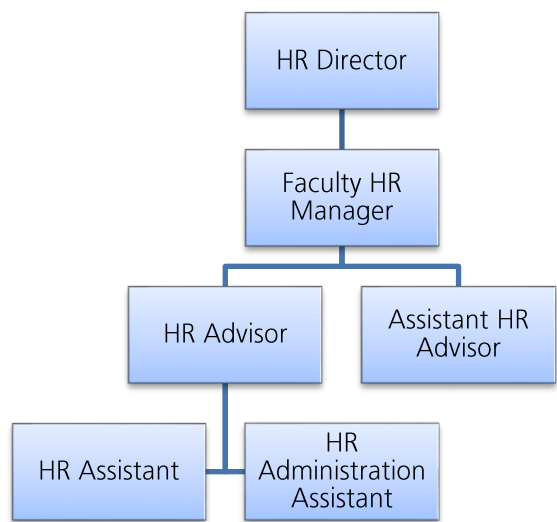
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

**Organisational/Departmental Information & Key Relationships**

**Background**

- The HR function in the University comprises of three devolved teams and a Central HR department. These teams support approximately 2,500 staff across the University. The Faculty HR team provides support to over 700 members of staff.
- The post holder works closely with the Faculty’s HR team on day-to-day issues and is a point of contact in the Faculty for all staff with HR-related enquiries. They will liaise on a frequent basis with other departments, such as Payroll, Pensions, Occupational Health and Health & Safety.

**Department Structure Chart**



**Relationships**

**Internal**

- Senior Management and HR Management
- Academic Staff, HR colleagues and other University staff and departments

**External**

- Candidates, visitors to the HR Office and external interview panel members