



HILLINGDON

LONDON

Job Profile

JOB TITLE: HR Administrator

GRADE: Scale 2

POST NO: 27818

JOB TIER:

DBS CHECK: N/A

GROUP: CEO

SERVICE: Human Resources

REPORTING STRUCTURE

Reports to: HR Operations and Onboarding Team Leader

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

The HR Administrator is accountable for completing the day-to-day administrative activities associated with the Council's HR processes. Ensuring accurate processing of HR activity in line with established procedures and guidance and acting as a first point of contact for basic HR queries.

Working collaboratively with managers across all areas of the council, and the wider HR Team, the HR Administrator provides regular and transparent communication to all stakeholders of the HR processes including new starters and employees.

Acting as the first point of contact for first line HR queries, the HR Administrator consistently displays the organisation's values and behaviours.

A. Job Description

1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility however may be required to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- Act as a first point of contact for routine HR and recruitment queries, providing factual information and signposting queries to the appropriate HR colleagues where required.
- Carry out standard HR administration tasks in accordance with documented procedures, checklists, and internal guidance, including completing tasks assigned via the Alemba case management system.
- Maintain and update accurate employee records across HR systems and shared folders, ensuring information is complete, up to date, and processed in line with defined procedures.
- Support HR processes by preparing routine documentation and sending standard correspondence, using approved templates and guidance.

- Carry out Right to Work and DBS checks where required, including:
 - Supporting new DBS applications and renewals
 - Providing DBS clearance outcomes to managers
 - Updating HR systems accordingly
 - Processing on DBS external systems
 - Escalating anomalies or concerns to senior colleagues
- Complete Consent to Drive forms and update HR systems in line with policy and procedures.
- Maintain employee records including starters, leavers, and absences, reporting any data discrepancies or missing information to senior colleagues or management.
- Handle personal and sensitive information in line with data protection (GDPR) requirements and council policies.
- Provide factual information to Payroll or senior HR staff when requested, in support of payroll and HR processes.
- Ensure agreed deadlines are met by prioritising own workload appropriately, raising concerns with the line manager where necessary.
- Provide general administrative support to the HR Operations and Payroll teams, including filing, scanning, personal filing on council electronic filing system, and producing routine information.
- Draft and issue standard employment letters, including:
 - Change to terms and conditions letters (using information provided and following guidance)
 - External references and employment confirmation letters using standard templates
- Attend and participate in HR meetings as required.
- Participate in project work as directed, providing administrative support in line with the scope of the role.
- Direct queries and escalate to appropriate members of the HR team.
- Carry out any other reasonable administrative duties consistent with the responsibilities of the post.

- Provide excellent customer service to internal and external customers, promoting Hillingdon as an employer of choice.

4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution to ensure delivery of this plan.

5. Financial & Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.

6. Service Improvement

- To identify and suggest any improvements to current ways of working to deliver a more efficient and effective service for key stakeholders.

7. Contacts

- Primary contact will be with other officers at all levels within the Council, candidates and external partners

8. Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

9. Key Performance Indicators

- Delivery of agreed performance appraisal

B. Person Specification

HR Administrator

This person specification will be used for recruitment to the HR Administrator in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. Qualifications	Essential	Desirable
GCSE English and Maths or equivalent experience	X	
2. Statutory or Role Specific Requirements	Essential	Desirable
Strong data input skills, excelling in accuracy and compliance with data laws (GDPR)	X	
Ability to work flexibly to meet the needs of the service including some out of hours working as required	X	
3. Experience	Essential	Desirable
Experience of working with internal customers and external stakeholders to build effective relationships	X	
Experience of effective management of employee data	X	
Experience of using HR related ICT systems	X	
4. Knowledge & Skills	Essential	Desirable
Ability to coach colleagues and managers, working with a variety of stakeholders		X
Maintaining comprehensive, confidential, and accurate records	X	
Excellent written, oral, and listening skills	X	
Proficient user of Microsoft Office applications	X	
Confident user of ICT including the ability to learn and use service specific systems such as casework system.	X	
5. Competencies	Essential	Desirable
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	X	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	X	

<p>Team working</p> <p>Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.</p>	<p>X</p>	
<p>Communication</p> <p>Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.</p>	<p>X</p>	
<p>Customer Care</p> <p>Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.</p>	<p>X</p>	
<p>Takes ownership of personal development</p> <p>Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.</p>	<p>X</p>	