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### Role Mandate

Job Title: HR Administrator  
Function /CFBU: Human Resources  
Dimensions of the Job: HR Administration  
Reports to: Transactional HR Manager  
Location: Runcorn

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### Job Summary:

To provide a comprehensive and efficient administration service to the employee relations department and business in line Company policies and standard operating procedures. You will act as first point of contact for all administrative queries and provide a positive, first class user experience to all colleagues.

Administrative duties will include the efficient and accurate maintenance of personnel records, managing HR documents and processing data using internal systems.

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### Responsibilities :

- Accurately create, update and maintain confidential data using internal systems including iTrent, Kallidus, Document Manager & Footprints
- Produce written correspondence to an accurate and high standard
- Prepare and issue documentation on behalf of the Company employment contracts and employment references
- Ensure all candidate documentation is complete and correct and ensure processed according to payroll deadlines
- Provide administrative support to the disclosure and barring service (DBS) process and handle confidential and sensitive data in line with GDPR.
- Provide support to the DBS Authority to Proceed process, handling matters confidentially and sensitively.
- Provide administrative support to DBS and Eligibility to Work processes ensuring data entry is accurate, reporting is followed to ensure compliance
- Respond and resolve incoming queries, managing central electronic inboxes
- Provide an efficient administrative service to all employee benefit processes
- Ensure accurate recording and processing of departmental invoices
- Receive and respond to incoming communications including managing central electronic inboxes
- The purchasing and monitoring of stationary supplies
- Ensure Standard Operating Procedures are adhered to and updated
- Provide general administrative support to the Transactional HR Manager
- Ad hoc project support

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### Key Experience, Knowledge, Skills & Qualifications:

#### **Key Experience**

- *Previous experience in an administrative role within a HR Department*
  - *Experience in a data sensitive and confidential environment*
  - *Experience of using HR software*
  - *Working effectively as part of a team*
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- *High volume processing in line with ever changing/conflicting deadlines*

**Knowledge and skills**

- *Competent IT skills including Microsoft applications*
- *Highly organised, autonomous and able to prioritise*
- *An agile approach, providing flexibility and ad hoc support*
- *Excellent customer care and interpersonal skills*
- *Excellent verbal, numerical and written communications/attention to detail*
- *Able to liaise with a variety of stakeholders*
- *Proactive approach to problem solving*

**Qualifications (Desirable)**

- *Business administration qualification (NVQ)*
- *HR Qualification (CIPD Level 3)*

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**Key Interfaces**

*Internal: ER colleagues, Line Managers, colleagues and candidates*  
*External: 3<sup>rd</sup> party service providers*

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## Drive Business Performance & Value Creation

*Creates value through economic action and establishes meaningful changes*

- realizes goals while considering costs, benefits and risks (goal and result orientation)
- shows commitment in achieving goals, even under difficulties
- searches for permanent solutions and takes responsibility for the results (solution orientation)
- thinks and plans ahead in order to achieve results
- maximises efficiency and effectiveness
- realizes set objectives at due date, quickly delivers results

## Dedicate Yourself to Customer Needs

*Bases his/her behaviour on internal/external customer benefit and thus supports business success*

- focuses on customer excellence, puts him-/herself in the position of the customer
- thinks the process back from the perspective of the customer
- gives priority to customer needs
- reacts quickly and appropriately to customer needs
- incorporates feedback in his/her decision-making processes
- aims at exceeding customer expectations
- actively contributes to build long-term and mutually beneficial customer relationships
- creates mutual trust by being reliable and fulfilling expectations
- meets the customer with respect and fairness
- anticipates customer needs and proactively develops solutions
  - encourages innovation and improvement

## Strive for Quality Excellence

*Acts quality-conscious and continuously improves work Results*

- has knowledge of his/ her own area of responsibility
- acts responsibly and ensures his/her own quality of work
- demands a high standard of quality of him-/herself and others
- supports a quality which prevents rework and waste (cost awareness)
- works accurately and in compliance with guidelines and best practices (high level of detail)
- learns from mistakes and avoids them in the future
- aims to continuously improve workflow, procedures and products (process improvement)
- continuously improves the performance levels of her/his area of responsibility, corrects insufficient work results
- openly addresses problems and develops (in dialogue with colleagues/ supervisor) appropriate solutions
- is strong in implementation and assertive

## Lead and Engage

*Achieves high performance levels through clear and open communication and an inspirational and appreciative interaction with others*

- motivates self and others to excellence and continuous improvement
- communicates in a timely and precise way and encourages two way communication
- demonstrates team spirit and ~~creates~~ a sense of responsibility for mutual goals
- determines the direction for own team and ensures that goals and responsibilities within the team are clearly defined and monitored regularly
- actively promotes an organisation of diversity and cooperation (employee involvement)
- identifies and discusses emerging conflicts and supports to solve them
- acts in his/her function as a role model and conducts him-/herself with integrity and credibility
- makes quick and clear decisions, is decisive
- is honest, loyal and behaves in a responsible and respectful way (sense of responsibility)
- suits his/her actions to his/her words (walk the talk)
- embodies the values of the PHOENIX mission statement

