

Job Description

Function:	Business Support
Position:	HR and L&D Business Support Administrator
Immediate manager (N+1 Job title and name):	Executive Assistant to CRC Director
Additional reporting line to:	<i>TBC if necessary</i>
Position location:	NSCRC, Hubbard House, 6 Civic Drive, Ipswich
Pay band	Band 2

1. Purpose of the Job – State concisely the aim of the job.

To provide administrative and organisational support to Norfolk & Suffolk CRC Senior and Middle management teams in the completion of Human Resources and Learning and Development tasks.

2. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Overview of recruitment and processes across NSCRC to ensure timely and efficient recruitment of new staff
- Overview of the Learning and Development processes across NSCRC to ensure timely access to the right training for all staff members
- Maintain accurate and up to date records of staffing information across the CRC
- Managing multiple processes with short deadlines in order to meet organisational staffing pressures
- Following up the actions of others including; Management, staff, candidates, PeopleCentre, HRBP and Regional L&D Manager.
- Excellent organisational skills, verbal and written communication, attention to detail and good awareness of the need for confidentiality and data protection

3. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Liaise with the PeopleCentre, senior and middle management and HRBP in completion of tasks including recruitment process, sickness and absence management, grievance and disciplinary processes, vetting checks, and management of staffing files and information.
- Assist Management with the co-ordination of local recruitment processes including arranging shortlisting and interview dates, provision of interview materials, and ensuring the appropriate recording and retention of records
- Maintain and produce staffing information for the Senior Leadership team.
- Carry out vetting checks for new starters and current employees as required
- Assist with pre-employment checks for Sessional/Casual Workers including the medical clearance process, reference requests and the Right to Work and DBS procedures.
- Provide general administrative support to the regional HR Business Partner and Learning & Development Manager, including dealing with routine requests for information while ensuring the highest levels of confidentiality at all times.
- Contribute to specific HR projects as required.
- Contribute to the development and documentation of local HR processes and procedures to support the embedding of the PeopleCentre Model
- Contribute to basic office administrative processes, i.e. answering the telephone, process mail, photocopying, scanning, shredding, invoicing etc.
- Monitor completion of milestones for new starters up to and including confirmation in post date.
- Use IT applications and databases as required
- Use Microsoft Outlook, Word, Excel, Powerpoint and Access to create documents and files as required.
- Monitor completion of core – and refresher - training and maintain accurate records
- Liaise with the Regional L&D Manager as required in arranging local and regional training events
- Assist in the production of materials for local workshops
- Set up local meeting rooms for training events, and arrange provision of appropriate equipment

General Responsibilities:

- To undertake training as required.
- To engage in regular supervision and appraisal/performance development review with line manager.
- To adhere to Sodexo and Essex CRC policies and procedures.
- To ensure all activities are conducted in accordance with Essex CRC Health and Safety arrangements and legislation requirements.
- Ensure all activities are conducted in an anti-discriminatory way in accordance with equal opportunities.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Provision of an effective end-to-end recruitment process
- Effective management of local staffing information
- All staff have received core – and refresher - training
- Development of local processes and contribution to wider HR projects
- Supporting the Regional HRBP to embed the PeopleCentre Model

5. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Service Spirit

- Proud to provide services to others
- Take care in getting to know our clients and customers. We listen to their needs and pay attention to detail
- Make ourselves available and responsive, welcoming and efficient
- What we say is what we do; we believe we must always keep our promises.

Team Spirit

- Values diversity and equality in all aspects of this role.
- Excellent communicator – facilitating the necessary joined up approach to TTG services.
- Takes responsibility for own learning and development.
- Strong teamwork is essential to deliver our services
- Working together successfully means recognising our diverse qualities and skills
- Open honest communication and respect for each other, with everyone pulling together to achieve our goals.

Spirit of Progress .

- Excellence in service means finding every opportunity for improvement
- Going the extra mile, taking the initiative, looking for better ways of doing things every day

6. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

Growth, Client & Customer Satisfaction / Quality of Services provided	Innovation and change	
Rigorous management of results	Brand Notoriety	