

<b>Job Title:</b>	<b>HR Admin Officer - INTERNAL SERVICES</b>	<b>Carers Federation Job Grade:</b>	<b>2a</b>
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## Job Profile

Job Role Purpose	
<b>Typical Role Purpose</b>  To manage a key operation within company policy maximising service and/or revenue whilst minimising cost to agreed budget. Further, to plan the business area and discipline, defining and developing new systems, processes and procedures that influence own and wider area of responsibility.	<b>Specific Job Purpose</b>  Deliver and maintain a comprehensive, professional and commercially viable HR admin service to managers and employees on behalf of Carers Federation.

## Typical Accountabilities

Business Process – Supervisory & Specialist role specific	
<b>Strategic Input</b> Provide input into departments strategic plans and translate the strategy into specific plans for self or team.	<ul style="list-style-type: none"> <li>Contribute to the design and delivery of the HR and Recruitment strategy</li> <li>Develop specific plans to ensure all aspects of HR/Recruitment deliver an external service in line with identified and agreed objectives and strategies.</li> </ul>
<b>Operational Plans and/or Critical Paths</b> Produce, or assist in production of, and implementation of operational plans and critical paths that support the achievement of agreed team/department strategy. Supervise and control on key tasks (case loads, process management, reporting, project overseeing) to deliver effective use of time, cost and materials.	<ul style="list-style-type: none"> <li>Accountable for providing statistical information which supports the development of operation plans and supports the achievement of strategies and objectives.</li> <li>Identify, agree and implement plans and projects which deliver an internal service to managers to time and budget.</li> </ul>
<b>Continuous Improvement / Quality</b> Identify and recommend new processes, procedures & systems across business that improves efficiency and deliver to high standards.	<ul style="list-style-type: none"> <li>Develop systems and processes which identify, record, control and report on the internal services delivered to clients in line with service plans, cost and quality arrangements.</li> <li>Contribute to the continued development of management information systems and reporting for the service</li> </ul>
<b>Compliance</b> Communicate, implement and follow policies to meet changing legislative or internal requirements (including Health and Safety) and ensure best practice and that compliance is monitored/addressed.	<ul style="list-style-type: none"> <li>Lead on or contribute to office Health and Safety /CHAS compliance, responsible for ensuring policies are adhered to within the team and reporting health and safety issues and concerns.</li> <li>Work with HR consultant/Alcumus/CEO to develop operating policies, procedures and documents in line with changing legislation requirements, which are understandable and suitable for the organisation</li> <li>Monitor and review operating policies, procedures and documents to ensure accuracy, appropriateness and to comply with the quality standards of the organisation/Federation.</li> </ul>
<b>Analysis – Market or Projects</b> Responsible for an area of market/service activity, presenting appropriate and accurate analysis and reports, collating and interpreting key data.	<ul style="list-style-type: none"> <li>Analyse key HR service data within agreed service agreements, and act upon or report findings to HR Manager/monthly reporting.</li> <li>Provide accurate qualitative and quantitative reports of service usage to contribute to the development of the internal service and identification of opportunities and risks.</li> <li>Monitor exceptions reports.</li> </ul>
<b>Professional Development</b> Continue development of professional expertise; communicate key issues/trends as appropriate.	<ul style="list-style-type: none"> <li>Evidence of continued professional development in line with CIPD professional standards</li> <li>Continually demonstrate achievement or progress toward the key competencies</li> </ul>

Customer – Carers Federation colleagues and clients	
<b>Support (client / customer)</b> Responsible for providing a professional service to a part of the business on a day-to-day basis, ensuring essential procedures and systems are implemented and standards of practice maintained and developed.	<ul style="list-style-type: none"> <li>Provide a professional, accountable and credible HR admin service to internal managers that takes account of differing needs and service plans in line with legislation, delivery standards and cost.</li> <li>Provide advice and support at disciplinary/grievance hearings</li> <li>Provide advice and support at interviews were required or review with client</li> <li>Contribute to the delivery of the wider HR Service through the effective management of employee relations casework and advice to managers as required by the needs of the service.</li> </ul>
<b>Internal Advice or External Information</b> Provide expert advice or information and support to customers for own area of professionalism demonstrating judgement and understanding of the business.	<ul style="list-style-type: none"> <li>Manage expectations of managers in the delivery of the internal service.</li> <li>If required deliver HR related training to managers across the organisation</li> <li>Provide timely advice and guidance on issues around; recruitment and employment, well-being/fairness, absence, family friendly and performance policies/procedures.</li> </ul>

<b>Service Improvement</b> Seek feedback from clients, customers and colleagues in order to maintain the highest level of service provision.	<ul style="list-style-type: none"> <li>Actively seek feedback from colleagues, managers and employees to continually develop the HR internal service</li> <li>Contribute to the continued development of a professional, accountable and credible HR Service to both internal and external clients, colleagues and stakeholders.</li> </ul>
<b>Finance – Carers Federation cost control</b>	
<b>Budget (including Project Management)</b> Manage the budget for a specific area of responsibility and make recommendations for budget based on plans and department strategic objectives.	<ul style="list-style-type: none"> <li>Contribute to the review of external services i.e. Occupational Health, telecommunications, IT, to ensure the needs of the organisation are maintained in a cost effective way.</li> <li>Identify opportunities to provide value for money to internal services.</li> </ul>
<b>Cost Management</b> Monitor costs within own area and report anomalies.	<ul style="list-style-type: none"> <li>Control day to day costs to ensure value for money is provided; ensure appropriate authorisation is obtained before any spend is actioned or committed to.</li> </ul>
<b>New Opportunities or Revenue</b> Identify, plan and progress new service and provision opportunities to develop the business in line with Carers Federation strategic and critical path direction.	<ul style="list-style-type: none"> <li>Provide relevant information and analysis of new opportunities to enable clear consideration and decision making to take place.</li> </ul>
<b>Learning &amp; Growth – Carers Federation team</b>	
<b>People Management</b> Lead and manage a small office or project team, acting to determine appropriate resources including team members – may include recruit, develop, and train to maximise effectiveness of department (DEPT) contribution.	<ul style="list-style-type: none"> <li>Provide support to managers to ensure the continued management and development of the HR service.</li> </ul>
<b>Performance Management</b> Manage individual and team performance to steer and develop in accordance with company process and plans.	<ul style="list-style-type: none"> <li>Actively participate in the development of individual performance objectives and team performance objectives.</li> <li>Ensure the continued improvement and development of performance management information.</li> </ul>
<b>Relationship Management</b> Demonstrate appropriate behaviours in relationship building and team working.	<ul style="list-style-type: none"> <li>Develop constructive relationships with internal / external colleagues, clients, stakeholders and other professionals to ensure the HR service is established and maintained.</li> <li>Develop appropriate and sustainable relationships with managers, stakeholders and clients to meet the needs of the service and the Federation.</li> </ul>

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<b>Person Profile</b>
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Competencies	
<b>Information seeking</b>	Ensures objective and critical evaluation of information and its sources. Identifies causes and effects with logic, and uses this to prioritise issues. Individually, or as part of a team, uses information effectively to accomplish specific tasks or purpose.. Considers the benefits of data information sourced. Ensures appropriate information is shared and communicated.
<b>Problem solving</b>	Identifies cause of problems. Sees patterns to problems and issues as they arise in the short and medium term. Observes trends, seeks clarity, engages others to support and solve problems. Asks and consults if unsure. Can resolve complex conflict situations. Looks for 'missing links' to resolve short-term problems and issues.
<b>Communication</b>	Is aware of audience so as to focus on most appropriate colleagues, clients and stakeholder/suppliers with which to communicate. Can communicate and present openly, both verbally and in writing to senior manager level. Can produce regular and detailed management reports. Promotes active communication with team, clients, stakeholder/suppliers and wider company to ensure positive working. Identifies & develops communication skills.
<b>Flexibility</b>	Applies/adopts rules, practises and/or procedures flexibly, depending on individual situation, when allowable. Aims to accomplish tasks or activities more effectively by being flexible. Adaptable to ensure motivation and maximum effectiveness of self and team, and Carers Federation. Identifies a pragmatic approach in order to get a job done quickly and effectively without compromising quality and process.
<b>Self awareness</b>	Where appropriate, seeks wider views and opinions, and encourages colleagues to same. Reflects and accepts feedback from others without being defensive. When giving feedback is aware of potential reaction to both self and others. Questions defensiveness and coaches or supports accordingly. Uses, and advises on use of, 'coping mechanisms' to deal with difficult or emotional situations over time.
<b>Teamwork and co-operation</b>	Acknowledges and promotes diversity within team. Takes time to learn about and understand other teams, organisations and cultures. Capitalises on diverse skills and ideas. Spends time helping others think through issues. Motivates others to co-operate as a team; encourages positively. Ensures quality is achieved through effective teamwork. Speaks positively of others.
<b>Relationship management</b>	Addresses conflicts or issues within the team positive, open-minded manner. Provides clear feedback to individuals/team(s). Builds positive 2-way relationships that benefit team/CF. Takes positive of steps to understand and be understood. Presents facts, data and rational arguments to influence and persuade. Identifies an approach to appeal to needs of a particular audience or clientele. Leads (a team) by striking relationship balance between being a leader of a team and leading a work relationship.
<b>Professional confidence</b>	Has confidence to deliver a professional and consistent service through self and team. Seeks professional development opportunities. Provides an opinion from own area of expertise. Displays confidence in own ability and is prepared to stand by difficult or unpopular decisions. Acknowledges the work of others. May challenge others, respectfully and appropriately.
<b>Customer focus</b>	Facilitates and/or investigates service delivery and provides solutions to problems. Takes time to question and understand the real, underlying needs of customers, beyond those initially expressed. Thinks about the customer when undertaking day-to-day work. Question's 'am I meeting customer expectation'. Reflects on evidence of performance to improve service levels in team.

Qualifications & Skills	
<b>Qualifications and Professional Skills</b>	<p>Qualified, or at least can demonstrate, advanced knowledge in some or most of following:</p> <ul style="list-style-type: none"> <li>• Qualified or Studying a CIPD Qualification at foundation or intermediary level or has relevant experience equivalent to an Associate Member of the CIPD</li> <li>• Typically BTEC or diploma qualified in business related subject, with 1-2+ years professional service experience</li> <li>• Typical minimum 5 GCSE A-C including Maths and English (or equivalent).</li> <li>• Minimum: Intermediary level MS Word, Excel, PowerPoint, Outlook, Access / Database</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Typically wide and varied experience in service delivery providing legally compliant advice and guidance within company employment policies and procedures.</li> <li>• Active interest in charity sector, voluntary sector and carers' community to ultimately deliver an exceptional service to Carers Federation, its colleagues and its clients.</li> <li>• High level of interpersonal skills across the business and with colleagues, clients and stakeholders.</li> <li>• Ability to recognise conflict situations and manage to a satisfactory conclusion for all concerned.</li> <li>• Ability to plan over 6 month's – 1 year time horizon.</li> <li>• Knowledge of all functions within the company.</li> <li>• Ability to influence and advise others (Team Leaders/Specialists, Department Manager and appropriate external stakeholders) to take action.</li> <li>• Ability to manage a diverse work load (employee relations cases, training, projects) to deliver a professional, accountable and credible service with accuracy and in a timely manner.</li> <li>• Ability to plan, organise own workload and of others, and may act in an advisory capacity to other departments.</li> <li>• A creative and innovative thinker – has strong interest in relating ideas to practical solutions.</li> <li>• Ability to initiate and develop projects from mixed data and sources, whether internal or external client facing, and ability to challenge.</li> <li>• Ability to share or answer questions on own expertise to, and on behalf of, others.</li> </ul>
Other/Special	
<b>Flexibility</b>	Required to be flexible with days and hours worked.
<b>Hours</b>	Typical working week: 37 hours - 9.00-5.00 Monday-Friday.
<b>Travel</b>	Occasional travel and occasional overnight stays.