
NHS PROPERTY SERVICES LTD**Job Description**

Job title:	HR Administrator
Working hours	37.5
Level:	1
Type of role:	Permanent
Base:	Stockport
Travel requirements:	As required
Responsible to:	HR Shared Services Manager
Directorate:	Human Resources

Who are the NHS Property Services? What do we do?

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

Like in any business, the most valuable asset that we have is our people, so here at NHSPS we do everything to make you feel valued and engaged. The mission for the NHSPS HR Shared Service Centre is for our people to feel aligned to the business values, effective, empowered, passionate, committed and results focused. Join us here and you'll be helping us grow a happy, healthy and high performing workforce – one team that truly loves what they do. You'll go the extra mile to bring our values to life, and create solid relationships with people across our business, getting to know NHSPS inside out.

As an HR Assistant you'll also be the first point of contact for colleagues and the wider HR Community, personally taking ownership for handling any complex queries, to efficiently handling queries, issues and complaints, escalating as required to either the HR Shared Services Manager or others inside of or outside of HR Operations. You will deliver a professional and accurate HR

service through handling telephone calls and emails – answering and responding to queries in order to ensure correct information is given in line with company policy and procedures.

With support and guidance from the HR Shared Services Manager, you will be expected to help with the co-ordination, support and tracking of more complex HR administrative and support processes. The role will provide efficient and effective support to the wider HR function, manager's and colleagues across the business.

Key Responsibilities

- To be the first point of contact for Manager and Employee HR queries (calls and emails), efficiently redirecting queries to other internal departments or tier level as required
- 1st tier company policy advice on certain processes (to be determined - absence, maternity, paternity etc)
- Manage and support the full employee lifecycle including new starters, promotions, transfers, secondments, leavers, maternity etc.
- Manage your own HR caseload within agreed Service Level Agreements
- Generating offer letters and contracts of employments in accordance with HR procedures
- Producing letters on behalf of HR Advisors & Line Managers throughout the business adhering to the high standards of quality
- Management of the new starter and leaver administration process
- Support of monthly payroll processes
- Support of ad-hoc/annual HR processes
- Management of security clearance process (if required for area)
- Deal with reference requests and follow up on references required by the business in relation new starters
- Produce ad-hoc HR statistics/reporting
- Complex system query support
- Liaise with staff and colleagues in a professional, approachable and results orientated manner
- To assist with general HR issues when required
- Maintenance and auditing of Employee Personal Files
- Accurate record keeping

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> HR Qualification or working towards
Experience	<ul style="list-style-type: none"> HR Administration experience 	<ul style="list-style-type: none"> Has been in a Shared Services environment previously Previous HR Systems experience and technical/specialised areas (e.g. iTrent/Employee Self-Service, Manager Self-Service etc.) Case Management experience
Skills	<ul style="list-style-type: none"> Excellent attention to detail and high accuracy of working The ability to manage, organise and co-ordinate own workload whilst working to deadlines The ability to work with high volumes of data/tasks The ability to work to agreed Service Level Agreements (SLA's) Must be able to demonstrate the ability to communicate effectively at all levels High degree of computer literacy 	<ul style="list-style-type: none"> Previous experience in process mapping, creating standard operating procedures (SOP's) and training guides
Personal qualities/abilities	<ul style="list-style-type: none"> The ability to always handle data confidentially High interpersonal confidence supported by excellent customer facing and client interaction skills Proactive enthusiastic attitude and demonstrable commitment 	<ul style="list-style-type: none"> N/A