Job description

Job title: HR Assistant (fixed term for 12 months)
Level: Manchester Level 6
Directorate: Resources
Section: Human Resources
Location: Manchester
Reporting to: HR Team Coordinator

Team and Job Purpose

The HR Services team provides a highly efficient customer focused HR administration service to managers and employees across the GMC, providing first line support for general HR queries relating to pay and employee benefits and HR policies and procedures.

The team is also responsible for processing payroll and benefits, preparing contracts of employment and offer letters, providing references and other administration tasks to support the effective running of the HR team.

The HR Assistant’s role is to provide a high quality central HR administration service to managers and employees across the GMC, providing first line support for any general HR matters, including pay related and employee benefits queries, absence management and other HR policies and procedures.

Main responsibilities

1. Provide a first line support to employees and managers. Effectively handling queries and providing information to internal and external customers using appropriate forms of communication e.g. phone, letter, face to face and email.

2. Arrange and support formal HR meetings, such as grievances, disciplinary meetings and formal absence meetings. Support will include taking minutes of the meeting and drafting associated correspondence with the aid of letter templates.
3 To provide a quality administrative service in line with SLAs and set deadlines for all HR processes throughout the employment cycle including starters, leavers, changes to terms and conditions, probationary periods, absence (including unpaid leave), the pay award, the performance review process and other HR related activities.

4 Provide consistency and accuracy in relation to payroll administration. Keeping the payroll spreadsheet up to date, working closely with our finance colleagues to ensure any queries are dealt with efficiently, escalating to a HR Adviser or the coordinator where appropriate.

5 Contribute to continuous improvement initiatives by reviewing our processes and procedures where appropriate. To support the HR Advisers and HR Services Coordinator to gather performance management data for the most common tasks. To understand process variation, identify process improvements and what the best target values for SLAs are.

6 To work collaboratively with other GMC teams, identifying feedback and lessons learnt. Sharing knowledge, through shadowing and supporting other members of HR services and the wider HR team.

7 Working with the HR team coordinator with Agresso related issues and queries, taking part in peer review - ensuring all data is input correctly and in a timely manner.

8 Support the work of Establishment through day to day activities.

9 Provide support to key HR meetings, this will include making the arrangements, agenda circulation and taking notes in the meeting.

10 Assist with the administration of the pension and benefits schemes and the distribution of relevant documents internally to GMC staff, including the value awards.

11 To work collaboratively with resourcing colleagues, picking up contracts and offer letters at the end of the recruitment process. Ability to understand and apply correctly the appropriate template and paragraphs in correspondence to employees.

12 Support HR colleagues with the business continuity process, generating reports and uploading these into our text alert system and providing other support as and when needed.

13 Any other reasonable duties as may be assigned from time to time.

October 2019
Key skills

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Key skill 1 - technical knowledge and skills

a. Experience of working in a busy environment providing high quality, accurate administrative support whilst meeting deadlines.

b. To have experience of working with and updating HR/payroll systems or similar; working consistently, accurately and in a timely manner.

c. To be able to understand, follow and apply our HR processes and procedures.

d. The ability to maintain confidentiality at all times and have a basic understanding of GDPR.

e. Excellent knowledge of MS Word and Excel together with an understanding of inputting and retrieving information from databases.

Key skill 2 - communications skills

f. To be able to write in clear, concise and accurate plain English when drafting letters, emails, general correspondence, minutes and other written documents.

g. To actively participate in meetings and continuous improvement discussions.

h. To be able to explain clearly and concisely information to staff and managers on our processes and procedures.
Key skill 3 - interpersonal skills

i To be able to work flexibly as part of a team and collaborate with others such as the Resourcing team, Payroll and the HR Officers and Managers to deliver the work of HR Services.

j To display our values in all that you do and a commitment to valuing diversity and inclusion in the workplace.

k To demonstrate excellent customer service in all interactions with internal and external stakeholders with the ability to respond proactively to the needs of others.

Key skill 4 - organisation skills

l To be able to work towards and meet deadlines and quality and service standards with a high degree of accuracy and attention to detail.

m To be able to prioritise a busy workload and to manage a work queue to meet deadlines.

n To adopt a flexible approach and use initiative to manage conflicting changing priorities whilst ensuring it is accurate and delivered to a high standard.

Key skill 5 - innovation and problem-solving skills

o The post holder will be required to assess information and use their initiative to provide solutions and to resolve problems or queries. Escalating with more complex queries.

p To be able to identify and suggest improvements relating to our admin processes and work with the Advisers to implement them.

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Terms and conditions

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The following terms and conditions apply to this post.

Salary band
The salary band for Manchester level 6 is £17,405 to 21,216 with an exceptional maximum of £24,478 (starting salary £18,000 - £20,000 for this role).

Annual leave
25 days a year, increasing by one day for each year of service up to a maximum of 30 days. You are required to use up to two of these days should the GMC decide to close its offices over Christmas.

Pension
Our workplace pension is the GMC Group Personal Pension Plan, which is operated by Aviva. This is a defined contribution scheme where members receive a 15% employer contribution. There is no requirement for you to make an employee contribution, however you may wish to consider which rate you would like to make, which will be deducted from your monthly salary under our salary exchange arrangement. You can choose to join the pension scheme as soon as you start work at the GMC. But if you don’t opt in straight away, you will be automatically enrolled if you are eligible and most people working at the GMC will be. If you are automatically enrolled, but you don’t want to stay in our pension scheme, you do have the right to opt out.
<table>
<thead>
<tr>
<th><strong>Other benefits</strong></th>
<th>Private medical insurance with AXA PPP. Health checks with BMI Health Services. Employee assistance programme with AXA ICAS. Cycle to work scheme. Childcare voucher scheme.</th>
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<tbody>
<tr>
<td><strong>Hours of work</strong></td>
<td>35 hours a week, 9:00 to 17:00, Monday to Friday.</td>
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<tr>
<td><strong>Location</strong></td>
<td>3 Hardman Street, Manchester. Some travel to other locations will be required.</td>
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