

THE BLACKMORE VALE PARTNERSHIP

Job Title	HR Administrator
Reports to	Operational Manager
Hours per week	Part time, 22 hours per week
Location	Sturminster Newton Medical Centre, Abbey View Medical Centre and Marnhull Surgery – ability to work across sites
Pay Scale	BVP Band 4 £26,084.54 - £28,584.29 pro rata

Job Summary

The role will provide a generalist HR support role covering the end to end HR process specifically but not exclusively on all aspects of employee relations work, recruitment and selection, payroll and general advice, guidance and support to all staff and managers.

Key Responsibilities

Providing strong administrative HR support to the management team including:

- Managing and maintaining HR records, ensuring accuracy and compliance
- Tracking key HR processes for example recruitment, onboarding, employee documentation, sickness absence monitoring and reporting and more
- Administer the recruitment and selection process from advertising through to induction
- Become an expert user of Practice Index
- Training: Booking of training and creating training agreements in close liaison with finance to ensure funding has been agreed
- Offboarding: Processing of leavers, responsible for the issuing of all leaving documentation, updating the employment status on Practice Index, updating payroll
- Supporting with correspondence, document preparation and general HR admin tasks
- Supporting existing staff wellbeing processes, for example the staff forum and individual training needs
- Ensuring all HR systems and processes run efficiently
- Ad-hoc support, projects and queries: ensuring the management team have full administrative support across a range of activities; including note taking in formal employee meetings, filing, data management and general queries

Secondary Responsibilities

In addition to the primary responsibilities, the postholder may be requested to:

- Partake in audit as directed by the audit lead
- Produce meeting agendas and record notes of meetings
- Provide administration support to teams within the practice
- Undertake any other duties as required

Generic Responsibilities

Confidentiality

- In the course of seeking treatment, patients entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with the practice policies and procedures relating to confidentiality and the protection of personal and sensitive data

Safety, Health, Environment and Fire (SHEF)

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the practice Health & Safety policy and the practice Infection Control policy and published procedures. This will include:

- Using personal security systems within the workplace according to practice guidelines
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks
- Making effective use of training to update knowledge and skills
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Actively reporting of health and safety hazards and infection hazards immediately when recognised
- Keeping own work areas and general / patient areas generally clean, assisting in the maintenance of general standards of cleanliness consistent with the scope of the job holder's role
- Undertaking periodic infection control training (minimum annually)
- Reporting potential risks identified
- Demonstrate due regard for safeguarding and promoting the welfare of children.

Equality and Diversity

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognizes the importance of people's rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner that is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

Personal/Professional Development

The post-holder will participate in any training programme implemented by the practice as part of this employment, such training to include:

- Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development
- Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme.

Quality

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

Communication

The post-holder should recognize the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members
- Communicate effectively with patients and carers
- Recognise people's needs for alternative methods of communication and respond accordingly

Contribution to the implementation of services:

The post-holder will:

- Apply practice policies, standards and guidance
- Discuss with other members of the team how the policies, standards and guidelines will affect own work
- Participate in audit where appropriate.

Person Specification		
Qualifications	Essential	Desirable
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)	✓	
RSA/ECDL/CLAIT or proven keyboard experience		✓
Typing/Word Processing		✓
CIPD		✓
Experience	Essential	Desirable
Experience of leading a team	✓	
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting		✓
Experience of HR Administration		✓
Skills	Essential	Desirable
Excellent communication skills (written and oral)	✓	
Excellent leadership skills	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
SystemOne user skills		✓
Effective time management (planning & organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	Essential	Desirable
Polite and confident and positive attitude	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Flexibility and adaptability to undertake a wide variety of tasks	✓	
Confidentiality	✓	
Other requirements	Essential	Desirable
Ability to take instruction	✓	
Disclosure Barring Service (DBS) check (actioned if successful)	✓	
Hold current Full drivers' licence and access to transport	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.