

## HR Administrator

<b>Reporting to:</b>	HR Advisor
<b>Hours:</b>	37.5 hours per week (3 days per week in the office and 2 at home, but can work full-time in office if preferred). Flexible working hours policy applies.
<b>Location:</b>	City Road, London EC1V
<b>Salary:</b>	£24,000

### Providing unforgettable breaks for nearly 60 years

Our essential short breaks boost wellbeing, rejuvenate relationships and bring disabled people and carers closer together. We create revitalising breaks filled with entertainment and new experiences, backed up by 24-hour expert care and much needed reassurance for our guests. Without Revitalise, some time away from the challenges of everyday life would simply be out of reach for many disabled people and their families.

At Revitalise, we like to come to work determined that the world is going to be a slightly better place for people at the end of today than it was yesterday, and that we're going to help make that happen.

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#### Your role

You will be part of a small team providing high quality HR services to support the work of our managers and staff based in our holiday centres and charity shops.

Your work will be essential in ensuring that Revitalise can recruit, manage, and develop a skilled and highly motivated workforce to provide exceptional holiday experiences for our guests.

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#### Objectives of Role

1. To provide a highly responsive, reliable and proactive service to internal customers on a broad range of HR administrative tasks and processes.

2. To ensure that all communications and documents on staff-related matters are produced and sent out on time and that records we hold on our staff are up to date and accurate at all times.
  3. To support the Director of People and Culture and the HR Advisor on carrying out specific projects including the development of new processes and systems.
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**Specific duties will include:**

- Being a first point of contact for queries from staff and managers on HR and training issues and responding directly, or referring more complex queries to the HR Services Manager.
- End to end co-ordination of recruitment and new-starter processes.
- Completing and issuing contracts of employment
- Processing and inputting information relating to all points of the employment lifecycle including new starters; changes to job roles, pay or contractual terms; different kinds of leave; sickness absence; appraisals due and completed; training.
- Monthly collation and submission of accurate data for payroll processing by outsourced payroll provider.
- Maintaining and monitoring records of key HR and learning and development processes and prompting managers to carry out key interventions due, e.g. sickness absence meetings, appraisals.
- Collating information and producing simple reports from the People HR Information System and other records.
- Organising meetings and taking minutes, including disciplinary and grievance hearings.
- Taking the initiative to improve or develop processes or systems to improve work management and efficiency within the team making full use of available systems and software (including People HR Information System, electronic filing system, Excel, Outlook, Word, Powerpoint)
- Preparing and amending HR documents including employment contracts, new forms, standard letters, HR process guidance.
- Taking on delegated responsibilities - including researching to find information - to support the progress of new projects and initiatives undertaken by the Director of People and Culture or the HR Advisor.
- Liaising with external suppliers of services, e.g. training providers, legal advisors, pay consultant, recruitment agencies, IT systems support.

**General:**

- Complying with Revitalises policies and procedures at all times.
- Covering for other members of the team as necessary.

- Attending and participating in team meetings and other meetings as required.
  - Being proactive in reflecting on own performance and identifying and acting upon areas for improvement and development.
  - Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by your line manager or senior colleagues.
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## **Person Specification**

We need you to write a covering letter with your CV which gives us evidence of how you meet the requirements in each numbered point listed below. Please address each point separately and fully, and in the order listed.

### **Experience**

1. Experience of dealing directly with the public and/or internal customers in a busy service environment.
2. Experience of using a range of computer software applications including Microsoft Office (Word, Excel, Outlook, Powerpoint).
3. Experience of working effectively as part of a team.
4. Experience of being proactive in developing own knowledge and skills.

### **Skills, knowledge and abilities**

5. Excellent attention to detail and the ability to produce work of a high quality.
6. Ability to manage your own workload and time effectively and prioritise a number of competing tasks.
7. Excellent written and spoken English with the ability to communicate effectively using telephone, face to face, written and electronic methods.
8. Confidence in working on own initiative.
9. A positive 'can do' attitude and flexibility in taking on a variety of tasks, often at short notice.
10. An interest in HR and employment law and keenness to learn more.
11. A genuine interest in working for a charity supporting people with disabilities.

**The following are required of all roles within Revitalise. However, you do not need to address these in your application.**

- Willingness to work flexibly in response to changing organisational requirements.

- Willingness and ability to travel within the UK occasionally with overnight stays where necessary.

**In the interview and selection process, we will be assessing candidates against the following competencies (you do not need to address these in your application form).**

Competency	What are we looking for
<b>1. Caring and including</b>	<ul style="list-style-type: none"> <li>• Is passionate and professional about Revitalise's purpose to deliver a great experience for our guests</li> <li>• Strives to create a warm, supportive and enjoyable guest/customer and working environment</li> <li>• Seeks feedback to improve the team's services and champions improvement initiatives</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and guests/customers.</li> </ul>
<b>2. Collaborating and influencing</b>	<ul style="list-style-type: none"> <li>• Shows self-awareness, empathy and manages emotions appropriately at work</li> <li>• Welcomes feedback to improve personal style and contribution</li> <li>• Collaborates well with other people</li> <li>• Networks effectively internally and externally</li> <li>• Shows sound oral communication and influencing skills</li> </ul>
<b>3. Understanding and doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li>• Able to think strategically and make sensible decisions</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li>• Has good writing skills at the level required for the job</li> <li>• Plans, organises and manages time well</li> <li>• Demonstrates compliance and accountability</li> </ul>
<b>4. Change-making</b>	<ul style="list-style-type: none"> <li>• Shows proactivity and initiative</li> <li>• Demonstrates critical thinking - is prepared to challenge the way things are done to bring about improvements</li> <li>• Is flexible and resilient in the face of new ideas, improvement and change</li> <li>• Demonstrates innovation and creativity in service development and problem-solving</li> <li>• Actively seeks to deliver efficiency and value for money</li> </ul>
<b>5. Leading and managing (for managers)</b>	<ul style="list-style-type: none"> <li>• Demonstrates values-driven leadership</li> <li>• Recruits and builds a high performing team</li> <li>• Provides their team with clear direction and support</li> <li>• Motivates, supports, enables and promotes the development and wellbeing of their team</li> <li>• Manages the operational aspects of their function efficiently</li> <li>• Takes responsibility for driving through organisational plans and priorities.</li> </ul>

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## To apply

Please return your CV and covering letter to [applications@revitalise.org.uk](mailto:applications@revitalise.org.uk) by **20<sup>th</sup> June 2022**. It is important that your covering letter:

- explains why you are interested in this role and in working for Revitalise
- describes your experience and attributes against all the numbered items on the Person Specification for the role, giving us clear examples