



Job Description

Job Title: HR Assistant

Line Manager: Senior HR Advisor

Job Requirement : Full time (36 hours per week / full year)

Job Grade: WMAT Associate Staff Grade WA5

Key Purpose of the Role

The primary function of this role is to support the delivery of an outstanding professional, effective and customer focused HR & Payroll service for all the Trust Academies.

The role will be based onsite, with required travel between the different academies across the Trust. Hybrid working will be available during the academy closure periods.

The HR Assistant will contribute to the Trust strategic objectives by undertaking the following specific responsibilities. What follows is not intended to be an exhaustive or definitive list; other duties may be required as necessary.

Key Responsibility

1. Assist in providing the first point of contact service for all members of staff , assisting in responding to all external and internal enquiries, either in person or in writing.
2. Respond to all queries by using the appropriate interpretation of Trust employment terms & conditions, policies & procedures, understanding the differences between workforces across the Trust.
3. Where required, escalate complex customer queries to the appropriate HR or Payroll Leads.
4. Maintain the accuracy and integrity of the HR & Payroll systems by ensuring all elements of the employee lifecycle and workforce changes are actioned through monthly data inputting in an efficient, accurate and timely manner.
5. Deliver effective transactional and administrative processing for all stages of the employee lifecycle, including but not limited to:
 - a. Recruitment of all Trust staff, including employees and casual workers, in line with the Trust's Safer Recruitment Policy and Keeping Children Safe in Education statutory guidance;
 - b. Completion of all statutory pre-appointment checks (e.g. DBS,

- identity, Right to Work, references, employment history and gap verification, prohibition checks, qualification checks and overseas checks) before appointment commences;
 - c. Onboarding process - New starter paperwork, including contracts of employment;
 - d. Contractual variations for existing staff;
 - d. Attendance management and employee wellbeing;
 - e. Family friendly leave requests, providing individual case support;
 - f. Annual leave enquiries and changes;
 - g. Pay and basic payroll enquiries;
 - h. Probation and appraisal framework requirements;
 - i. Trust leaver administration, including updating payroll, exit interviews and the coordination of references;
 - j. Pension scheme enquiries and administration.
6. Support the academies to deliver effective and efficient recruitment campaigns from advert to appointment, including all induction days across the Trust.
 7. Track and monitor mandatory training compliance using the Trust's training platform.
 8. Support queries and the administration relating to the maintenance and access of the Payroll & HR self-service system, signposting relevant self-help guides where relevant.
 9. Support the HR & Payroll Leads and Trust senior staff with administration relating to employee relations, change management and unions activity, including minute taking and supporting the process.
 10. Assist with the preparation of all audit requests relating to Payroll & HR functions.
 11. Ensure all employee records are accurate and confidentially stored, with processes in line with GDPR requirements and audit expectations.
 12. Ensure all advice, transactional and administrative processing, meet the expected Trust Safer Recruitment & KCSIE expectations, legislative requirements and Trust standards.

Safeguarding

1. All staff have a shared responsibility to actively promote inclusion, fostering an environment where every individual feels valued, respected, and supported in their learning and development.
2. Complying with Trust policies (including those of the constituent academies) and procedures as appropriate including those relating to child protection, safeguarding, pastoral issues, health and safety, security, confidentiality and the General Data Protection Regulation (GDPR) requirements with concerns reported as per the relevant policy.

Other Duties

1. Continue with professional development to ensure up to date understanding of Employment law and best practice.
2. Ensure that personal data records must be compliant across the Trust and that all information is confidentially stored and processed in line with GDPR requirements, as per the advice of the Data Protection Officer.
3. To carry out any other tasks commensurate with the role/grade as may be requested by the Trust from time to time, including working in other departments when required.

Person Specification

We are looking for an individual who is passionate about helping students reach their full potential. The ideal candidate will have:

Qualifications

- A good standard of general education to A Level or equivalent (a minimum of 5 GCSEs A* - C or 9 - 4 (or equivalent) to include Maths and English).

Significant and proven experience in the following areas:

- Providing first line customer service support to resolve enquiries;
- Interpreting guidelines or internal policies when responding to customer enquiries;
- Drafting accurate written documentation in response to customer enquiries;
- Experience with MS Office and Google Workspace;
- Accurately inputting, updating and maintaining information of both database systems and spreadsheets in a timely manner;
- Managing multiple tasks with conflicting priorities and timescales;
- Building positive working relationships across departments and with external service providers;
- Supporting colleagues within a team environment;
- Recommending positive changes to process as part of continuous improvement.

Personal Qualities and Skills

- Strong interpersonal, communication and customer service skills with an ability to build positive relationships across the Trust and HR Team;
- Empathetic and tactful, with a high level of emotional intelligence when discussing sensitive issues;
- Able to prioritise conflicting demands and manage a high workload, and work both independently and collaboratively;
- High attention to detail to ensure accurate secure, and confidential documentation and records, maintaining professional integrity at all times;
- Resilient, calm under pressure, proactive in problem-solving, and confident in decision making;
- Positive, 'can do' attitude with the ability to challenge respectfully and represent the trust credibly;
- Committed to continuous professional development.

Desirable

- CIPD qualification.
- Experience in a similar role within a College or School setting.
- Experience of working in an HR role

Job Requirements

- A current clean driving licence and access to a vehicle for work purposes to enable travelling between Trust Academies.