

Role profile

Role title	HR Assistant
Department and directorate	HR
Grade	All BMA London Grade 8
Reports to (job title)	Talent Acquisition Manager
Direct reports (job titles)	None

Job Overview– purpose of the role

*Describe as concisely as possible the overall purpose of the job and what success looks like. **Please limit this to a maximum of four or five sentences***

The HR Assistant is responsible for a range of HR tasks associated with the full employee life cycle including recruitment & selection, onboarding and offboarding. The HRA will also support with HR systems and employee data management and support the wider team with HR projects and will manage and respond to all HR queries through the BMA services ticketing portal and various HR inboxes to ensure that we are delivering a first-class service to internal and external customers.

Duties and Responsibilities

What are the core duties/responsibilities required to be performed in the role. (e.g., to provide a full range of administrative support services to the department including x,y,z)

Please provide a bullet point list

- Respond to or direct HR queries through the BMA Services Portal, redirecting as applicable within a timely manner
- Respond to and manage queries via the HR and recruitment inboxes
- Drafting offer packs, completing all necessary pre-employment checks for new starters e.g. obtaining satisfactory references, facilitating right to work/visa checks, and coordinating pre boarding and on boarding activities
- Employee data management – accurately updating employee details throughout employee lifecycle; ensuring data compliance with GDPR standards; conducting regular audits on data quality
- Preparing and providing all payroll related information to support Payroll
- Generate weekly, monthly and quarterly HR reports from all HR systems as required
- Managing leavers processes, including drafting leaver documentation
- Provide hiring managers with support and guidance using the internal Applicant Tracking (ATS) system
- Support the Talent Acquisition Manager with responding to general queries regarding the recruitment process and procedure
- Updating and maintaining reports and trackers ensuring accurate information
- Working in collaboration with wider business areas including, HRBP team, Learning and Development, Payroll, Finance, HSEQ, Facilities/Estate management
- Provide any additional administration support as required by HR Director, HR Team and other departments
- Any other duties as reasonably directed

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

- Strong, methodical and accurate administration skills
- Previous experience working within HR Administrator role, preferably within a similar organisation
- The ability to work well and build good relationships with others
- Able to develop positive working relationships with a wide variety of people (internal & external)
- Excellent interpersonal and communication skills - written, verbal
- Competent understanding of current employment policies and legislation
- Ability to deal with information in a confidential manner
- Active listening skills
- Strong communication and customers service skills
- Thorough attention to detail
- Familiarity with applicant tracking systems and HRIS systems
- Strong attention to detail
- Excellent organisation skills with the ability to plan and prioritise workloads, and meet deadlines
- Ability to work under pressure and cope with high volumes at certain times of year
- IT literate, including MS Office packages, and confident to use other software

Intellectual demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

- Proactively takes ownership of work activities
- Seek opportunities to continuously improve how we work, having the initiative to continuously learn the latest HR best practices to improve workplace efficiency levels and procedures where these would bring clarity and understanding
- Assesses urgency and importance of queries received through the BMA Services portal and is able to prioritise workload accordingly
- Is able to provide relevant and timely HR advice to employees and managers, knowing when to escalate or delegate queries to relevant stakeholders
- Good understanding of SLAs and KPIs and able to work to tight deadlines, especially payroll cut off deadlines.
- The role will have an impact across the association

Judgement (independence and level and impact limitations)

What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?

Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences

Judgement (independence and level and impact limitations)

of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?

- Able to work well with direct supervision as well as on own initiative, seeking input from the HR Shared Services Specialist, Talent Acquisition Manager or other HR colleagues as appropriate
- Uses knowledge of HR Information systems issues to determine when issues might impact on other parts of the BMA and BMJ and liaises with them appropriately

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

- Support the management of the HRIS and Applicant Tracking System maintaining accurate data at all times.
- The advice can have indirect but significant effects on the results of the Association

Communication (level, internal and external demands and significance)

*What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)*

*Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?*

What is the purpose of these contacts, eg conveying information, gathering data?

- Required to handle highly confidential and sensitive information with tact and diplomacy e.g. offer documentation, leavers information and documentation, job changes, salary reviews, medical data
- To act as the custodian of employee data in terms of GDPR

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

- Normal co-ordination or physical demands associated with an office environment, limited requirement to engage in lifting/carrying/other exertion
- Working in an open plan office environment
- Extensive VDU usage

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

- Work is conducted in a normal office environment and is not exposed to hazardous conditions or excessive anti-social behaviour
- The role contains minimal personal risk
- May at times have to deal with initial queries from members of staff who may be frustrated with matters relating to pay or terms and conditions, so a level of personal resilience is required

Values and behaviours

The post-holder is expected to execute their role in line with our five organisational values.

The following examples illustrate how we are using our values to inform how we act:

We are **leaders** because:

- We strive to always improve
- We take responsibility for our actions
- We collaborate with each other and work as one BMA for the good of our members
- We are proactive and prepared to guide our members and each other

We are **experts** because:

- We understand our members
- We draw on our collective experience and knowledge to solve problems
- We use our insights and research to make decisions
- We provide accurate, credible, relevant and engaging information
- We recognise our strengths and act upon them

We are **committed** because:

- We listen to our members and put them at the heart of everything we do
- We are respectful, inclusive, open and honest with our members and each other
- We approach everything we do with confidence and sensitivity

We are **reliable** because:

- We deliver on what we say we will do
- We are accessible and approachable
- We build trust by being consistent and supportive
- We are positive and decisive whatever the situation

We are **challenging** because:

- We fight, ethically and fearlessly, for the interests of all our members
- We work as a brave, assertive and effective champion for high quality health services and the advancement of the profession

Sign-off

Manager:

Date:

Role holder:

Date: