Role profile

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| **Role title** | **HR Assistant** |
| **Department and directorate** | **Human Resources** |
| **Grade** | **7** |
| **Reports to (job title)** | **HR Shared Services Manager** |
| **Direct reports (job titles)** | **N/A** |

| ***Job Overview– purpose of the role*** |
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| *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*** |
| This role will work in conjunction with the HR Officer to deliver a high quality, efficient HR support service for the BMA. |

| ***Duties and Responsibilities*** |
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| *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*** |
| * Ensuring high attention to detail, undertake standard HR operational work
* Undertake all administrative processes accurately and efficiently in accordance with documented procedures.
* Providing first line support to managers when they are conducting recruitment campaigns and using the online recruitment portal (currently Amris)
* Archiving files
* Maintaining the employee file system
* Maintaining the recruitment file system
* Maintain continuing professional development
* Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the line manager or senior HR management.
* Maintain continuing professional development

Please refer to Appendix for details. |

| **Skill (level and breadth of application)** |
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| *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.* |
| * Working towards a CIPD-recognised qualification **OR** A minimum of one years’ practical experience in HR support role.
* Able to act efficiently as a first point of contact for customers of the HR Department, providing administrative/technical support to people where required.
* Dealing appropriately, accurately and with diplomacy when dealing with all information issues and queries that come into HR.
* Able to work with other teams to undertake the necessary duties within their role, including proactively coordinating meetings to ensure responsibilities are completed in a timely manner.
* Confident to seek out information from sources outside of HR to ensure delivery of work
* 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
* Strong interpersonal and communication skills –written, verbal and behavioural
* Able to develop a positive working relationships with a wide variety of people (internal & external)
* Able to contribute to office support,
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| **Intellectual demands (complexity and challenge)** |
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| *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).* |
| * Role will operate (for the most part) by applying knowledge and previous experience, working within policy, procedure and guidance.
* There may be times when the role is required to apply adaptive thinking for specific queries, which may require certain flexibilities in order to achieve a satisfactory result.
* Advice may not always be readily available. The role may be required to react to change within a fixed set of circumstances. These may need consideration about an alternative way of working.
* The postholder may also be required to tackle issues which are not routine and may fall outside the immediate experience of the postholder.
* The role may have an impact across the association
* With new and/or unfamiliar issues, advice will be available where needed. . .
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| **Judgement (independence and level and impact limitations)** |
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| *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 of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)?* |
| * Role will need to make decisions and show initiative, within their capabilities and experience. More complex matters will be referred to others for decision.
* the role will have a defined level/type of work and expected to ‘get on with it’, keeping management informed of progress/problems at key milestones which have been agreed with the manager.
* Ensures that work is done to timescale and according to procedures and rules includes team members and the team leader
* Once it has been agreed that the postholder has reached a satisfactory level of experience and knowledge, advice/decisions will not always be reviewed by higher authority (e.g. line manager), and will relate to important issues (insofar as they might affect how HR policy and procedure is applied across the organisation).
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| **Use of resources (supervision of resources and influence)** |
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| *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?* |
| * Responsible for the day to day guidance of others, and part of a team who is responsible for the integrity of operational advice to all levels of staff.A team working role in which influence is delivered through the results of collaborative working with others.
* Freedom to act in non-routine work.
* Calls for reaction and decision, typically within a team or section environment but can extend outside of immediate team or section
* The advice can have indirect but significant effects on the results of the Association
* No line management responsibility
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| **Communication (level, internal and external demands and significance)** |
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| *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?* |
| * Will receive queries from within their own team, wider Association at a similar level and at times, externally
* Will be expected to give information, provide explanation on moderately complicated matters that normally demand understanding and interpretation, the purpose of the communication will be assisting the person resolving their problem/work issue e.g. exploring and resolving IT problems from a Help Desk.
* Little external communications – limited to job applicants, agencies and intermittent issues. Almost all communication is internal.
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| **Physical demands & coordination (physical effort and mental strain)**  |
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| *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.
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| **Working conditions and emotional demands)** |
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| *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?* |
| * The job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour.
* The role contains minimal personal risk.
* There will be certain times of the year when the demands of the role require some work to be undertaken beyond normal working hours.
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| **Values and behaviours** |
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| 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  |

**Appendix: Duties of the role**

* Ensuring high attention to detail, undertake standard HR operational work including
	+ New starters - full process (creating files, conducting employment checks, preparing employment contract documentation for checking)
	+ Contract variations
	+ Leave/absence calculations
	+ Standard leavers
	+ Standard pay/salary queries
	+ Supporting the HR Officer with payroll reports & monthly checks
	+ Supporting the HR Officer on April pay award processing, in conjunction with HRMI team
	+ Working with the HR Officer to develop professional skills and knowledge about HR policies and processes
	+ CoreHR input for all of above
	+ Working with colleagues to monitor the Info.HR email box and ensure it is kept up-to-date and queries are dealt with in a prompt manner
* Undertake all administrative processes accurately and efficiently in accordance with documented procedures.
* Providing first line support to managers when they are conducting recruitment campaigns and using the online recruitment portal (currently Amris)
* Archiving files
* Maintaining the employee file system
* Maintaining the recruitment file system
* Maintain continuing professional development
* Any other duties as are within the scope, spirit and purpose of the job, the title of the post and its grading as requested by the line manager or senior HR management.

| **Sign-off** |
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| Manager: | Date: |
| Role holder: | Date: |