

SINGLE CORPORATE SERVICES

People Services

Job title:	HR Administrator (Self Service)	To be completed by HR <i>Job Reference Number</i>
Reporting to:	HR Coordinator	
Accountable to:	Head of People Services IWT and PHU	
Pay Band:	3	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose

Provide a comprehensive service to the organisations, ensuring timely effective administration of all aspects of an employee's employment, maintaining their electronic record and personal file.

Job summary

Input and action all changes to an employee's employment record, advising on terms and conditions, issuing correspondence as required including confirmation of employment.

Create and issue Smart Cards to all authorised users in compliance with the national guidance on access.

Organisational Chart

See attached document

Specific Core Functions

Transactional Administration

- Deal with enquiries from managers, staff and payroll to ensure an accurate efficient service is supplied to all staff members of the Trusts in a timely manner.
- Liaise as necessary between departments and employees, to ensure they are aware of the correct processes and deadlines leading towards the smooth administration of the transactions received.

- Coordinate and process correspondence connected with the transactional process. Produce the written confirmation to a high standard within the Key Performance Indicator timeframes.
- Efficiently use the ESR electronic records in initiating, approving, checking, and updating the information held on the system.
- Where required be responsible for the administration associated with new starters including liaising with the Recruitment Team over any incorrect/missing information, ensure full and accurate records are established and paperwork is processed promptly.
- Provide information on Terms and Conditions of Service.
- To action and check paperwork and electronic notifications in respect of new starters, individuals leaving the Trusts and change forms and previous service for inclusion to the Payroll.
- To ensure that accurate documentation is kept on the personal file.
- Adhere to the published Payroll deadlines, liaising with Payroll staff regularly to ensure that all payroll queries are dealt with promptly to enable correct payment for that month.
- Solve detailed pay queries, which involve checking an employee's personal file and ESR in conjunction with the Terms and Conditions of Employment. Establish where a problem has occurred and liaise with Payroll and the employee's Manager to resolve the problem and inform the employee of any action that is required.
- Escalate where appropriate to the HR Coordinator where a process improvement can be made.
- Maintain shared word document logs and excel based spreadsheets/ESR reports in accordance with the process and relevant procedures in place. Undertake to act responsibly when using shared electronic data spreadsheets reporting anomalies and issues as and when they arise.
- Assist in the monitoring and escalation of overpayments.
- Comply with the audit requirements as set within the daily routines.
- Assist as required with the administration of Maternity Paternity & Adoption Leave, professional registration, rights to work and fit and proper person regulations.
- Follow the Team's desktop procedures.
- Assist as necessary with the administration of professional registrations compliance.
- Escalate issues relating to all aspects of the service provided.

Smart Card RA Administration

- Produce Smart Cards when required.
- Take and upload photographs into electronic systems for inclusion on Smartcards
- Take ID from employees in accordance with the NHS Employers policy.

To be able to work in a team environment but be self-motivated and be able to work independently at times.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving facts or situations, some of which require analysis.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

Patient Client Care

- Assists patients/clients/relatives during incidental contacts.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.
- The post holder will be responsible for the safe use of equipment other than equipment which they personally use.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days.

Person Specification

Criteria	Essential	Desirable	How criteria will be assessed
Qualifications	NVQ Level 3 in Business Administration or equivalent alternative or equivalent experience		
Experience	Experience of working in a busy office environment. Experience of Smart Card technology and the issuing of smart cards and management of spine. Experience of effectively using paper and electronic filing systems. Experience of inputting data into personnel/payroll or other similar systems and use of Microsoft office		
Knowledge	High standard of computer literacy with good keyboard skills.		

	<p>How to communicate effectively by telephone.</p> <p>Ability to communicate effectively in person, dealing with callers to the department who may be distressed and / or upset.</p> <p>Ability to communicate effectively in writing</p>		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to

innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.