



Job Description

HR Admin Services Team Leader

Role Specific

1. To lead the team of HR Assistants to ensure a high quality, efficient and timely service is provided to all staff, managers and job applicants. Ensuring enquiries are dealt with in a timely manner and excellent customer service is provided.
2. To be a first point of contact for the team of HR Assistants, providing advice and guidance on to ensure they are able to fulfil their roles effectively.
3. To manage the workload of the HR Assistant team, monitor workflow and identify opportunities for refining processes to support the continuous improvement of service.
4. To ensure consistent application of HR administrative processes across the team of HR Assistants, whilst also ensuring the needs of different departments across the College are met.
5. To ensure efficient and effective recruitment and selection processes are in place, enabling the College to attract outstanding candidates and ensure all applicants have a positive experience of the College through the recruitment process.
6. To support recruitment processes by sitting as a member of the selection panel on an ad hoc basis, as required.
7. To work with the HR Business Partners to achieve the effective engagement of temporary agency staff, ensuring the College has arrangements in place to secure value for money.
8. To ensure relevant pre-employment checks, including medical checks, references, DBS checks, evidence of eligibility to work and qualifications, are completed for all new starters and that the College's Single Central Record is maintained and reviewed regularly.
9. To lead the HR Assistants to ensure all staffing information is recorded accurately on the College's HR System and HR self-service system, liaising with the Payroll team to ensure an effective and timely transfer of information.
10. To ensure information stored on the team's HR Shared Drive is done so in a structured and effective way, is easily accessible to team members and is managed in-line with the College's Data Protection and Data Retention policies.
11. To lead the HR Assistants to ensure the timely and accurate recording of all sickness absence, including the issuing of returning to work interview forms and recording of their return, production of correspondence in relation to sick pay entitlements, and recording of special leave.
12. To ensure the smooth running of the College's annual leave system, utilising the College's HR System/Self-Service to manage this effectively.
13. To lead the HR Assistants to ensure that the College's exit process is managed effectively, including the production of exit letters, issuing and review of exit questionnaires, and updating electronic files accordingly.
14. To ensure the HR the effective monitoring and management of the HR email inbox and Recruitment email inbox.
15. To work closely with the HR Lead – System and Reporting to ensure a comprehensive understanding of the College's HR System, enabling you to support the HR Assistants in working with the system on a day-to-day basis.
16. To provide first line advice to staff and/or managers on a range of HR processes and procedures, as required.
17. To ensure own continuous professional development and stay up to date with employment law and best practice.





College Responsibilities

1. Share the College's Vision, Mission, Values, Behaviours and communicate them effectively
2. Participate in Staff Review and Professional Development activities and be actively involved in the College's culture of high expectation.
3. Value diversity and promote equality
4. Engage in marketing activities and liaison with employers and the wider community in line with College strategies
5. Contribute to cross-college events
6. Adhere to College policies and procedures including health and safety
7. Ensure good communication at all levels
8. Be responsible for safeguarding and promoting the welfare of children, young people and/or vulnerable adults
9. Any other duties that the Principal considers appropriate





Person Specification	HR Admin Services Team Leader
	Essential / Desirable
Qualifications and Attainments	
4 GCSEs or equivalent including Maths and English at Grade C or above	Essential
Level 3 qualification in Administration or equivalent experience	Essential
Degree level qualification in a relevant subject	Desirable
CIPD Level 5 Qualification or working towards one	Desirable
Training, Experience and Knowledge	
Experience of working in a varied administrative role, in a busy office environment	Essential
Ability to manage multiple tasks and prioritise workload	Essential
Excellent written communication skills and attention to detail	Essential
Experience of leading a team fulfilling a complex administrative function	Essential
Experience of effectively using computerised management information systems/databases	Essential
Experience of working within an HR setting	Desirable
Knowledge and understanding of Safer Recruitment guidance for Further Education	Desirable
Personal Skills and Attitudes	
Possess excellent communication and interpersonal skills	Essential
Display initiative, be positive and enthusiastic	Essential
Excellent organisational and administrative skills	Essential
Excellent IT skills (including proficiency in Microsoft Excel and other Microsoft packages)	Essential
Demonstrate a commitment to equality and diversity, customer service and quality assurance	Essential
Be a team player	Essential
Demonstrate a commitment to the process of continuous review and improvement	Essential





Suitability to work with children young people and/or vulnerable adults	Essential
Flexible approach to working	Essential
Driving licence and access to own transportation	Essential

