

Academies Enterprise Trust

Job Description

Job Title: HR Officer – School Support Services

Location: London

Hours of work: 37 hours per week

Reports to: HR Advisor

Purpose of the Role:

To provide high level administrative support to the School Support Services HR team and academies to ensure the effective delivery of the HR service, functions and duties of the Department.

Responsibilities:

School Support Services

- To provide efficient, effective and confidential administrative support to the Human Resources Team to ensure the effective delivery of the HR service;
- Assist with day to day operations of the HR functions and duties;
- To be responsible for the on- boarding process for all new starters with School Support Services from Recruitment through to the whole employee life cycle. To include assistance with Recruitment, offer letters, contracts, pre-employment checks , probation, sickness absence management, advisory support and payroll;
- To manage the School Support Services email inbox to ensure all queries are responded to, followed up and escalated to the relevant manager if required.
- To maintain the electronic data management system and personnel files/case files and all associated programmes providing management stats as and when required;
- To assist with the off-boarding process for employees including resignation acknowledgment, exit interviews and final pay arrangements;
- To ensure the relevant sign off process is followed for vacancy requisition, settlement agreement, contracts, proposals etc. Ensuring all relevant parties have signed the requested documents and communication is given at each stage of the process;
- To maintain the single central record of safeguarding information and ensure academies are kept up to date with changes to staffing centrally;

- Responsibility for producing and managing the consultancy process, ensuring all paperwork is received (DBS certificates, insurance proof, signed contracts, purchase orders created).

Administrative duties

- Organise and take minutes as required at meetings to support the central HR team;
- Make appointments, arrange meetings and book venues/hotels and travel as and when required
- Process expenses on behalf of the senior central HR team;
- Assistance with the management of the HR team calendars
- Ensure the HR area on the Comms Portal is kept up to date and relevant including assisting with the review of policies and documents, communication to academies and management of the HR Portal;
- Production and reproduction of documents, briefing papers board reports, reports and presentations;

HR Helpdesk

- To act as an agent on the HR Helpdesk providing medium level advisory support. Ensure all queries are resolved within agreed parameters and/or SLAs;
- Provide advice to Headteachers, Senior Leaders, HR Managers and external customers to ensure compliance to Group policy and Employment Legislation;
- Effectively deliver a high level of customer service and support to users of the helpdesk internally and externally. Providing advice and guidance to all users both orally and/or written and escalate calls and issues when required;
- To develop and maintain positive relationships with the academies and customers who use the HR Helpdesk
- To provide management stats as and when required.
- To develop and maintain positive relationships with the academies and customers who use the HR Helpdesk

Mediation

- To assist with the coordination of the Mediation service for the Group;
- Ensure all cases are checked for suitability for the mediation Service and suitable advice is provided to those who require and use the service;
- Ensure all cases are logged on central records; all paperwork is completed and stored correctly;
- Provide advice, guidance and reassurance on the mediation process;
- Ensure all cases reach a satisfactory end; feedback is obtained and acted upon.

Job evaluations

- To assist with the coordination of the job evaluation and validation process for the Group;
- To ensure all submissions are sent through on the correct documentation and are logged on central systems;

- To carry out job evaluations in a timely manner, complete validations and ensure this is fed back to the requester with advice when required;
- To continually improve the evaluation process seeking feedback where appropriate and ensuring this actioned.

The post-holder is also required to undertake such other duties and training as may be required by or on behalf of Academies Enterprise Trust provided that they are consistent with the nature of the post.

This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the Teachers Pay and Conditions document (TPCD).
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description may be varied to meet the changing demands of the Academy at the reasonable discretion of CEO
5. There may be occasions when it will be necessary to cover other Administrative roles within the Academy or to work with the administrative team when there are peaks and pressing issues.
6. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
7. Postholder may deal with sensitive material and should maintain confidentiality in all Academy related matters.

Person Specification

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General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none"> • GCSE Maths and English Grade C or above or equivalent qualification • Substantial in House Multi-site HR Experience 	

		<ul style="list-style-type: none"> • Experience of HR systems • In-depth understanding of Data Protection legislation 	
Knowledge/Experience	Specific knowledge/ experience required for the role	<ul style="list-style-type: none"> • Experience of working in a busy administration role • Experience of prioritising work to meet tight deadlines • Experience of dealing with sensitive issues and maintaining confidentiality; • Knowledge of education sector; • Ability to carry out basic calculations using employee data; • Experience of supporting multiple colleagues including those of high seniority; • Experience of taking and producing minutes in a professional capacity. 	<ul style="list-style-type: none"> • Experience of working within the google platform
Skills	Line management responsibilities (No.)	<ul style="list-style-type: none"> • Not applicable 	
	Forward and strategic planning	<ul style="list-style-type: none"> • Not applicable 	
	Budget (size and responsibilities)	<ul style="list-style-type: none"> • Not applicable 	
	Abilities	<ul style="list-style-type: none"> • Excellent skills in Microsoft Office Word, Excel and powerpoint. • Ability to manipulate, interpret analyse and feedback data 	

		<ul style="list-style-type: none"> ● Ability to use databases and substantial experience of data entry ● Ability to use initiative to deal with telephone calls and staff queries in a professional manner ● Ability to act on own initiative when necessary and to work independently and as part of a team ● Ability to interpret internal and external policy ● Ability to be proactive and prioritise work ● Ability to work flexibly to meet deadlines ● Excellent attention to detail and the ability to produce accurate correspondence and identify errors ● Responds well to a challenging environment ● Commitment to providing the highest standards of customer service ● Ability to build positive relationships with key stakeholders ● Credible communicator ● Commitment to providing the highest standards of customer service; 	
Personal Characteristics	Behaviours	<ul style="list-style-type: none"> ● Ability to stay calm under pressure; 	

		<ul style="list-style-type: none">● Ability to use appropriate judgement to seek and clarify detail where appropriate;	
Special Requirements		<ul style="list-style-type: none">● Successful candidate will be subject to an enhanced Disclosure and Barring Service Check● Right to work in the UK● Evidence of a commitment to promoting the welfare and safeguarding of children and young people● Ability to travel as required	