



HR Apprentice



www.pinnaclelearningtrust.org.uk

We are delighted you have expressed interest in a vacancy with The Pinnacle Learning Trust. Should you have any questions over the position or the application form, please contact the Human Resources Department for assistance on 0161 287 8001.

All completed applications must be returned by 12 noon on the closing date on the advert to:

hr@pinnaclelearningtrust.org.uk

We cannot accept information held on CV's and therefore your application and accompanying statement must show all information about you and how you meet our requirements, using the job description and person specification will assist you with this (Please provide a day-time contact number on your application form).

You should remember to include information on all your previous employment roles and qualifications gained from secondary school onwards, covering any gaps in employment which are longer than 2 months, detailing what you were doing and how you were supported.

Teaching staff roles only are requested to provide results from the last three academic years within the application process.

In the meantime, may we take this opportunity to thank you for your interest in working with us and we look forward to receiving your completed application.

Best Regards,

The HR Department.

*If you require this or any of the documents in an alternate format please contact a member of the Human Resources Department.

HR Apprentice

The Trust's central services teams include: HR and Payroll, IT Services and MIS, Finance and Estates. Their aim is to enhance the experience of students and staff across the Trust by providing effective and efficient central services which support them to achieve their goals. The HR Assistant is an important role within the HR Central Services Team, currently made up of 2 Payroll Officers and 3 HR specialists, reporting to the Trust Head of HR. Working as part of the Trust Central Services, this is a busy team of professionals who relish the challenge of delivering an outstanding service in a complex and ever-changing environment. The department is based at OSFC, but the team has lots of interactions with all employees, working on occasions at other academies, ensuring we meet the needs of employees and leaders by providing expert advice and support. As a department our talent is supporting the everyday working lives of our employees, and we are proud to support leaders in achieving the Trust's vision and values to inspire, challenge and celebrate our staff across the academies.

The Pinnacle Learning Trust Job Description

HR Apprentice

Main Purpose of the post:

To assist the HR Central Services Team in the effective delivery of the Trust HR functions and to provide high-quality administrative support to the department.

Main Duties and Responsibilities:

- To provide high-quality administration to the HR function.
- To work with the team to maintain, update and support the HR systems in line with the requirements.
- Manage the daily absence line, record all staff sickness absences onto the database, providing information to line manager SLT. Chase Fitness to Work Notes and keep a record of any concerns.
- To respond to email and telephone enquiries from staff, prospective candidates and external agencies, for example responding to reference requests.
- To ensure key employee data is accurate on staff records (i.e. probation completions, change of address, change of bank details etc.).
- To deal with internal/external post.
- To assist in the recruitment and selection of Trust staff by advertising posts, preparing information packs, arranging interviews, etc., in liaison with the Senior Leadership Team and other managers across the Trust.
- To assist in undertaking appropriate recruitment checks are conducted (i.e. qualifications, references, DBS, right to work in the UK).
- To assist in arranging staff inductions for all new staff at commencement of employment arrange dates and offer support for new employees.
- To ensure the filing of manual records kept within staff HR files are kept up to date
- To support the team with the administration of staff development, including, inductions and chasing outstanding online training
- To raise purchase orders and reconcile invoices for agency temps and recruitment adverts.
- To support the HR team with the organisation of hearings, interviews and other meetings including booking rooms, creating online meetings on google meet, arranging room facilities and facilitating any tests required.
- To prepare and issue relevant paperwork inclusive of staff absence management meeting letters, half pay notification letters, and support the process occupational health referrals in a timely manner
- To minute confidential meetings (e.g. disciplinary/grievance meetings) accurately and in a timely manner
- To complete relevant training as directed by the line manager.
- Treat all records confidentially and in accordance with the Data Protection Act and GDPR requirements.
- Provide excellent customer service, for HR and Payroll queries and direct them where appropriate within the department, College or Trust.
- The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust.

Requirements of All Trust Staff:

- To promote and uphold the Trust Mission Statement, values and strategic aims and objectives.
- To comply with the Trust's policies and procedures, including those relating to health and safety, safeguarding, welfare and security.
- To work positively and inclusively with colleagues, students, parents and other partners regardless of their gender, ethnicity, sexuality, age or disability.
- To attend briefings and staff meetings as required.
- To participate in the Trust's Performance Management Review scheme and undertake professional development and training as required.
- To be a positive role model and take responsibility for promoting good standards of behaviour and conduct in students.
- To undertake other duties that are in accordance with the purpose and grade of the post as agreed with the Executive Principal or designated alternate.

Relationship to other posts within the Trust:

Supervision given to: N/A

Supervision received: Trust Head and Deputy Head of HR

Job Specification Review Cycle	Date	Initials
Created	September 2021	HR
Reviewed	May 2023	HR

PERSON SPECIFICATION: HR Apprentice

This person specification will be used in shortlisting and interview to select the best candidate. Each applicant should therefore address the person specification in their written application and where appropriate should give examples of how you meet the criteria.

	Essential	Desirable	Method of Assessment
Experience			
Working in a customer facing environment and dealing with people		☐	A, I
Working in an office environment		☐	A, I
Skills and Knowledge			
Excellent interpersonal skills with the ability to establish a rapport and communicate effectively with everyone from young people to staff colleagues and visitors	☐		A, I
Excellent written and verbal communication skills including telephone skills	☐		A, I, R
Efficient with excellent administrative and organisational skills	☐		A, I
Confident using various IT systems and learning to use new ones	☐		A, I
Sound numeracy & literacy skills	☐		A, I
The ability to stay calm under pressure, to work fast and to a consistently high standard	☐		A, I,
Be able to write fluently, to think clearly and to grasp new concepts quickly	☐		A, I
Multitasking and time-management skills, with the ability to prioritise tasks	☐		A, I
Understands the importance of confidentiality	☐		A, I
Education and Qualifications			
Good standard of education at Level 2, e.g. GCSE, including a Grade C/4 or above in English and Maths	☐		A, I
Level 2 qualification in either HR, Business Administration or Customer Service		☐	A, I
Attitude and Personal Qualities			
Welcoming and approachable manner, with a strong customer service attitude	☐		A, I, R
Have a professional attitude and appearance, creating a good first impression	☐		A, I, R
Discreet and tactful with an understanding of the importance of confidentiality when dealing with personal and sensitive data	☐		A, I, R
Willing to learn new things, to work positively with energy and enthusiasm within a team to contribute to the success of HR team and the Pinnacle Learning Trust	☐		A, I
Extremely good time keeper	☐		A, I, R
Ability to be resourceful and proactive when issues arise	☐		A, I
A flexible approach to working routines and practices	☐		A, I
Empathy with 16-19 age group, and provision of quality education for young people	☐		A, I
Commitment and responsibility to safeguarding and promoting the welfare of children and vulnerable adults and suitability to work with children/ vulnerable adults	☐		A, I, R