# C:\Users\mwebster\Videos\Downloads\AET logo remarkable (1).png

Academies Enterprise Trust

**Job Description**

**Job Title: HR Officer – School Support Services**

**Location: Head Office, London**

**Hours of work: 37 hour per week**

**Reports to: HR Advisor**

**Purpose of the Role:**

To provide efficient, effective and confidential coordination and administrative support to the central Human Resources Team, to ensure the smooth running of the HR department.

**Coordination and administration**

* To provide effective and confidential coordination support to the Human Resources Team to ensure the effective delivery of the HR service;
* Coordinator and clerk for JCNC including minute taking and liaising with National Union reps regarding restructures and policy etc;
* Coordinator and policy and template control for all Group policies including the communication to academies, Comms portal control and review of template, letters and guidance as appropriate
* Coordinator for all national and regional HR meetings including training sessiond and HR cluster meetings . This includes attendee coordination, agendas, material and evaluations;
* 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 central HR team;
* Ensure the HR area on the Comms Portal is kept up to date and relevant including assisting with the review of polices and documents and the communication to academies;
* Production and reproduction of documents, briefing papers board reports, reports and presentations;
* To keep up to date with developments in employment legislation and human resource best practice and communicate such developments to all relevant parties;
* To undertake any relevant research and trends as deemed necessary;
* To undertake ad-hoc projects and reporting as requested.

**School Support Services**;

* Assist with day to day operations of the HR functions and duties;
* To coordinate with the assistance of the HR coordinator, the on- boarding and off-boarding process for new starters/leavers/consultants for School support from point of offer, induction, employee life cycle, absence management to resignation and final pay arrangements. To include electronic data management systems and file/case management and payroll;
* Managing and recording of absence management including the updating of relevant systems and attending meetings/hearings as and when required;
* To coordinate the off-boarding process for employees including resignation acknowledgment, exit interviews and final pay arrangements;
* To coordinate the effective maintenance of all central records, databases and case files including the single central record and case logs.

**HR Helpdesk**

* To act as an agent on the HR Helpdesk 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;

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.

**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 including the completion of job evaluations as and when required;
* 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;

**Employee value proposition:**

We passionately believe that every child can discover their own remarkable life. It’s what motivates us around here. We know this vision requires something extra. Which is why at AET, you’ll find more. More opportunities, so you can forge your own path. More care and support, so you can prioritise what matters most. More purpose, for you and for the children we’re inspiring. Come inspire their remarkable with us.

**Our values:**

The post holder will be expected to operate in line with our values which are:

* Be unusually brave
* Discover what’s possible
* Push the limits
* Be big hearted

**Other clauses:**

1. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

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 the Principal/Group/Chief Executive

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.

**Safeguarding**

We are committed to safeguarding and protecting the welfare of children and expect all staff and volunteers to share this commitment. A Disclosure and Barring Service Certificate will be required for all posts. This post will be subject to enhanced checks as part of our Prevent Duty.

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| **General heading** | **Detail** | **Essential requirements:** | **Desirable requirements:** |
| **Qualifications** | Qualifications required for the role | * GCSE Maths and English Grade C or above or equivalent qualification
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| **Knowledge/Experience** | Specific knowledge/experience required for the role | * 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;
* Advanced IT skills including Microsoft Office and databases;
* 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.
 | * Experience of working within the google platform
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| **Skills** | Line management responsibilities (No.) | * Not applicable
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| Forward and strategic planning | * Not applicable
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| Budget (size and responsibilities) | * Not applicable
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| Abilities | * Excellent numeracy and literacy skills
* Ability to communicate effectively at all levels;
* Able to display excellent attention to detail;
* Ability to produce accurate reports and identify errors;
* Ability to write letters and emails;
* Advanced skills IT skills in Microsoft Office including Word, Excel and Outlook or equivalent;
* Commitment to providing the highest standards of customer service;
* Ability to work independently and as part of a team;
* Ability to use initiative to deal with telephone calls and staff queries;
* Ability to build positive relationships with both internal and external colleagues;
* Ability to be proactive and prioritise to manage multiple tasks and conflicting, tight deadlines;
* Ability to recognise when issues need to be passed to a senior colleagues;
* Able to maintain confidentiality at all times;
* Excellent written communication skills;
* Understand and comply with procedures and legislation relating to confidentiality and data protection;
 |  |
| **Personal Characteristics** | Behaviours  | * Ability to stay calm under pressure;
* Ability to use appropriate judgement to seek and clarify detail where appropriate;
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|  | Values  | * Ability to demonstrate, understand and apply our values
	+ Be unusually brave
	+ Discover what’s possible
	+ Push the limits
	+ Be big hearted
 |  |
| **Special Requirements** |  | * 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
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