



HR Assistant

Job description and person specification

Accountable to: HR Services Manager

Purpose of the role

The HR Assistant, as part of the HR Services Team, will provide a professional Human Resources Administration function to the whole organisation; acting as a reliable source of HR information, processing standard administration services and providing excellent customer service.

The HR Assistant will proactively assist with the development and achievement of the HR outcomes on the Dimensions' 5-year strategy.

Core duties

- Providing information from documented policies and procedures. Complex situations, which require more interpretation and advice, will be escalated as appropriate.
- Together with the HR Queries team, resolve all queries received in a responsive, customer-focused way - providing a comprehensive first line of support for the HR Department both internally and externally.
- Communicate effectively and confidently at all levels, over the phone, face to face and by email.
- Ability to use HR systems including our internal HR portal, document management software and offer support and training to others where necessary.
- Compliance and auditing of records providing quarterly eligibility to work reports to Regional HR & LM's, Resourcing and Regional Assistants.
- Act as a comprehensive administration support function to the HR department for ad-hoc tasks and department or organisational projects.
- Process and update right to work and DBS checks for business support Managers and their team colleagues (Housing, Behaviour Support & Executive Team).

- Process and administer maternity details in line with statutory requirements for all colleagues of childbearing age

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager.
- Maintain confidentiality in accordance with our data protection policy and procedure.
- Work on an agile basis between your home and the Company's offices and/or any other locations as is reasonably required

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
Educated to GCSE level or equivalent	Essential	Shortlisting
Certificate in personnel practice or experience of working in HR	Desirable	shortlisting

Experience		
Experience of meeting targets and deadlines	Essential	Shortlisting/ Interview

Experience of working in high volume, customer facing administration role	Essential	Shortlisting/ Interview
Experience of managing own time and workload effectively	Essential	Shortlisting/ Interview

Skills		
Able to communicate effectively at all levels (both orally and in writing) and to build effective working relationships internally and externally.	Essential	Shortlisting/ Interview/ Test
Intermediate to advanced Excel skills to include the creation of VLOOKUP up tables. Able to use of self-service standard data base reporting	Essential	Shortlisting/ Interview/ Test
Able to listen to internal customers and demonstrate an understanding of their queries or issues and how they relate to company processes and policies	Essential	Shortlisting/ Interview /
Exercise confidentiality when dealing with individuals personal details and information	Essential	Shortlisting/ Interview
Have patience and empathy and the ability to remain calm when dealing with sometimes difficult situations	Essential	Shortlisting/ interview

Knowledge and understanding		
Knowledge of good HR practice	Desirable	Shortlisting/ Interview
Knowledge of regulatory requirements, current and future employment issues	Desirable	Shortlisting/ Interview

Attributes		
Able to problem solve and work proactively	Essential	Shortlisting/ Interview/ Test
Be a reliable, supportive and professional role model for Dimensions	Essential/ Desirable	Shortlisting/ Interview/ Test