

<b>Job description</b>	
<b>Job Title</b>	HR Advisor
<b>Main purpose of the role</b>	To proactively offer confidential HR advice and frontline support working with a wide variety of our clients. This role brings the opportunity to increase your hands-on experience in HR in a small business environment
<b>Location and pay scale</b>	Based at KHRS offices in Peterborough
<b>Reports to</b>	The Directors
<b>Hours</b>	Full-time 9am – 5pm Monday to Friday
<b>Key Responsibilities and Deliverables</b>	<p><b>HR support:</b></p> <p><b>This is a frontline support role which involves dealing with a portfolio of our clients and acting as a key representative of Keeping HR Simple</b></p> <p>Taking responsibility for a portfolio of clients, advising and guiding them on HR issues such as sickness absence, disciplinary matters, redundancies, grievances, leave entitlements, etc;            Building rapport with new and existing clients, to ensure there is trust and confidence in dealing with highly confidential matters;            Proactively contacting clients regularly to follow up on issues and identify any upcoming concerns that may need to be addressed;            Attending client offices from time to time to support them with face to face meetings such as hearings, consultation meetings and so on;            Creating, amending and updating contracts of employment and staff handbooks, drafting policies and procedures when necessary;            Producing meeting summaries and following up on agreed actions;            Provide administration support for Consultants by drafting highly confidential correspondence such as invitations to hearings, redundancy consultations etc;            Stay up to date of employment law, statutory entitlements and processes to share with the team and to advise clients;            Handling personal and highly confidential information.</p> <p><b>Online HR Administration System</b></p> <p>Regular use of online HR administration system to include:            Liaising with the service provider;</p>

	<p>Setting up new clients on the system and gathering relevant information;  Updating employee records;  Issuing documentation to individual employees via the online system;  Running reports as required;  Advising clients on how to use the system;  Setting up new employees for clients, uploading recruitment documents, offers of employment etc;  Oversee, manage and update client records for holiday and sickness absences;  Keeping up to date with system developments and attend online training sessions as well as passing on updates to clients.</p> <p><b>Recruitment Support - provide support with client recruitment campaigns including:</b>  acknowledging receipt of applications;  dealing with queries;  filtering applications against specified criteria;  sending rejection emails;  making interview arrangements;  following up on applications;  checking references.</p>
<b>Other Responsibilities</b>	<p>Answering incoming calls and dealing with enquiries, including new business enquiries;  Supporting business development and marketing activities/projects together with the rest of the team – this is an environment where ideas and creativity are welcomed!;  Printing, collating, binding and filing documentation as required;  Preparing outgoing post;  Keeping client records up to date on the CRM system and keeping accurate and detailed timesheets;  Filing confidential paperwork.  Other responsibilities on an ad hoc or project basis.  Attendance at business networking events from time to time.  Attendance and support at business exhibitions.</p>
<b>Working Relationships</b>	The Directors, KHRS clients as required
<b>Major Challenges</b>	This is a busy role which will require flexibility and the ability to multi-task effectively.
<b>Career Progression</b>	Opportunities available within KHRS with business expansion.
<b>Date of Preparation</b>	November 2018

## Person Specification

Criteria	Essential	Desirable
Education and Qualifications	Good standard of Maths and English to GCSE or equivalent level – Grades C or above	A-level English and Maths to Grade C or above
Experience, Knowledge and Skills	<p>Previous experience at HR Administrator or Advisor level</p> <p>Good typing speeds</p> <p>Ability to write correspondence and self-check spelling, grammar and punctuation</p> <p>Excellent telephone manner and customer service skills</p> <p>Must be able to multi-task and work on own initiative as well as following instructions</p> <p>Computer literate – able to use Word, Outlook and Excel</p>	Previous use of maintaining and using an online HR administration system is highly desirable
Personality, Character Traits and Disposition	<p>A driven self-starter who has the ability to take on challenges</p> <p>Flexible and able to quickly adapt style and approach according to the situation</p> <p>Professional when required but with a degree of levity and good sense of humour too</p>	

	<p>Sensitive to client concerns with an ability to demonstrate empathy</p> <p>Tenacious</p> <p>Able to work under pressure at times</p> <p>Interested in people and able to deal with people at all levels of authority</p> <p>A keen interest in HR, recruitment and dealing with people</p> <p>Active interest in employment law</p>	
Miscellaneous	<p>References will be taken up</p> <p>Must be able to provide proof of the right to work in the UK</p>	<p>Full clean driving licence and access to own transport</p> <p>A penchant for cake is highly desirable!</p>