

Job description	
Job Title	HR Advisor
Main purpose of the role	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
Location and pay scale	Based at KHRS offices in Peterborough
Reports to	The Directors
Hours	Full-time 9am – 5pm Monday to Friday
Key Responsibilities and Deliverables	<p>HR support:</p> <p>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</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>Online HR Administration System</p> <p>Regular use of online HR administration system to include: Liaising with the service provider;</p>

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	<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>Recruitment Support - provide support with client recruitment campaigns including: 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>
Other Responsibilities	<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>
Working Relationships	The Directors, KHRS clients as required
Major Challenges	This is a busy role which will require flexibility and the ability to multi-task effectively.
Career Progression	Opportunities available within KHRS with business expansion.
Date of Preparation	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>	

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	<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>