



HEREFORD & WORCESTER
HWFR
FIRE AND RESCUE SERVICE

Job Description

HR ADMINISTRATOR

Department: HR & Development
Grade: Scale 3
Location: Hindlip Park
Responsible to: Resourcing Manager

Main purpose of the role

To provide comprehensive administration and support to the HR & Development department

Key Duties and Responsibilities

Resourcing
<ul style="list-style-type: none">• Support the timely processing and production of HR & Development information including but not limited to Contracts of Employment and standard selection process paperwork
<ul style="list-style-type: none">• Support and assist in the administration of recruitment and selection processes including DBS Checks, verification of asylum and immigration information and references
<ul style="list-style-type: none">• Administer and assist in recruitment and selection days as required
<ul style="list-style-type: none">• Support effective arrangements for the induction of all new employees
<ul style="list-style-type: none">• Support transactional processes relating to staff movements within the Service, specifically starters, leaver, transfers, promotions, change of cover, Officer moves and secondments, liaising with the Payroll team regarding these matters and updating the relevant systems as appropriate
Systems Development
<ul style="list-style-type: none">• Recommend changes to systems and procedures to improve the efficiency of the HR & Development department
<ul style="list-style-type: none">• To develop and maintain departmental databases, document management and filing systems as required in line with the Data Protection Act (1998) and the Service's Document Retention policy
Project Support

- Research information, generate reports and data as required in order to produce information, data and statistics to support relevant projects, financial processes, subject access requests, FOIA requests and Service related awards

Operations

- Support the administration of Occupational Health referrals, medicals, fitness tests, sickness and leave ensuring timely and accurate data entry
- Support the administration of all family friendly arrangements
- To assist the HR Officer in the making up of hearing packs and arrangements for all case work

Budget

- Prepare and process Purchase Orders and Invoices as appropriate in line with Fire Authority's procedures and to resolve financial problems and queries in conjunction with other departmental staff by telephone and by written enquiry
- To be responsible for ordering, procurement and for maintaining records accordingly

General Administration

- To open and prioritise all incoming mail, and redirect mail as appropriate. To include the distribution of all external mail, maintaining records accordingly
- To maintain stationery and ensure the availability of adequate supplies for use as applicable
- To regularly monitor the various HR email inboxes throughout the day
- As required act as minute taker at meetings or type up dictations
- To support, on a yearly basis, the administration for CPD payments and the Service medal ceremony
- To undertake, monitor, maintain and develop administrative, clerical information and data systems and office support service including, but not limited to, word processing, filing, clerical and reprographic duties as required
- To adhere to Service quality assurance procedures and make recommendations for improvement
- Comply with the Service's Health and Safety management policies including the employee's duties as defined in the Health and Safety At Work Act (1974)

- To promote, implement and comply with Service policies, procedures, practices and principles, particularly those relating to equality of opportunity

- To carry out any other reasonable duties and responsibilities commensurate with the grading and level of the post

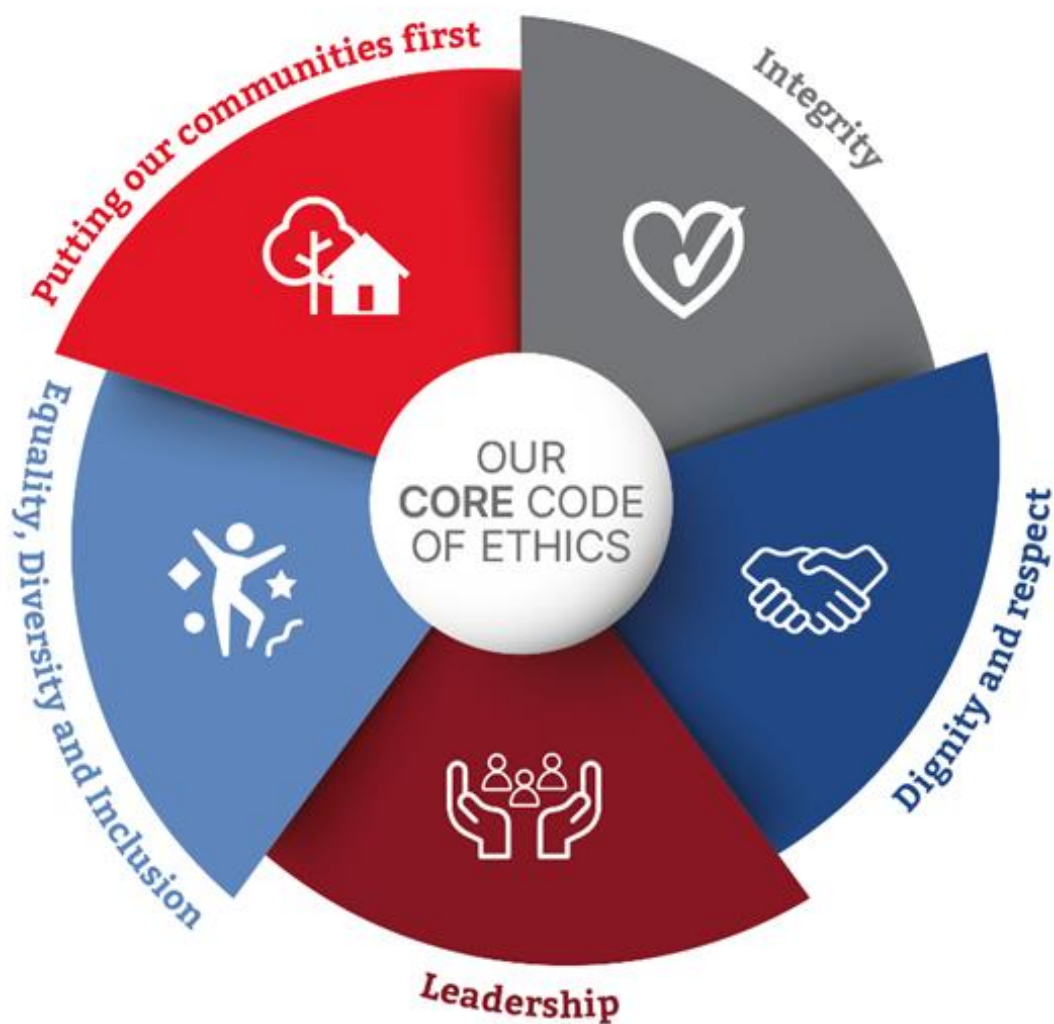
- The post holder must ensure that, both in their dealings with other employees and with members of the public, they adhere to the Core Code of Ethics of the national fire and rescue service, and must confront any incidents of behaviour which are contrary to those values.

- To contribute to the departmental business planning processes to ensure the achievement of Service goals and targets

Person Specification

Requirements	Essential or Desirable	Identified by A – Application I – Interview
Qualifications and Training		
GCSE's at grade C or above to include English Language, or equivalent experience or qualification	E	A
Typing/word processing qualifications to OCR Level 2 or equivalent level or equivalent experience	E	A
A recognised administrative qualification	D	A
Evidence of a good general education	D	A
Experience		
Experience gained in general administration	E	A, I
Experience of reviewing and implementing working practices and procedures	D	A, I
Experience of developing systems to support departmental activity	D	A, I
Experience of invoicing and order generation	D	A, I
Experience of working with quality assurance processes and maintaining comprehensive records	D	A, I
Skills and Abilities		
Competent word processing and administrative skills	E	A, I
Knowledge of general IT systems and applications (Word, Excel, Outlook) including spread sheets	E	A, I

and databases		
Strong communication and interpersonal skills including a tactful, professional telephone manner	E	A, I
The ability to work unsupervised, and to exercise and rely on own judgement	E	A, I
The ability to organise and prioritise a diverse workload, meet deadlines, and work under pressure	E	A, I
The ability to work both autonomously and as a team member	E	A, I
The ability to deal sensitively and appropriately with confidential information	E	A, I
The ability to produce statistical information to an accurate standard	D	A, I
The ability to use computerised financial systems	D	A, I
Other Factors		
Show a commitment to equality of opportunity	E	A, I
Be able to occasionally undertake duties outside normal office hours	E	A, I
An understanding of the structure and responsibilities of the Fire Service.	D	A, I



Putting our communities first

We put the interest of the public, the community and service users first.

Integrity

We act with integrity including being open, honest and consistent in everything we do.

Dignity and respect

We make decisions objectively based on evidence, without discrimination or bias.

Leadership

As positive role models, we are accountable for everything we do and challenge all behaviour that falls short of the highest standards.

Equality, Diversity and Inclusion

We stand against all forms of discrimination, create equal opportunities, promote equality, foster good relations and celebrate difference.