



SUPPORTING FAMILIES  
WITH A SERIOUSLY ILL CHILD

## HUMAN RESOURCES ADMINISTRATOR

|                |                                         |
|----------------|-----------------------------------------|
| Department:    | Human Resources                         |
| Job title:     | Human Resources Administrator           |
| Accountable To | Human Resources Manager                 |
| Based at:      | Head Office                             |
| Salary:        | Up to £26,000 plus cost of CIPD Level 3 |

Rainbow Trust Children's Charity enables families who have a child with a life-threatening or terminal illness to make the most of time together, providing expert, practical and emotional support, where they need it for as long as it is needed.



### Job Summary

The HR Administrator role forms a vital part of the Human Resources team by offering high-quality administrative support and providing first-line HR advice to all employees, contributing to Rainbow Trust's aim of being a high performing organisation.

This varied role will provide support and guidance to employees on all HR related matters. The HR Administrator will play a vital role in ensuring a high quality employee experience, with responsibility for providing an efficient HR administration service across a full generalist remit including managing new starters, leavers and recruitment processes.

The post holder will be responsible for producing contractual documentation; delivering high quality internal training; accurate record keeping for payroll processing; inputting information onto our HR system and actioning HR queries and tasks in an accurate and timely manner.

The post holder will observe strictest confidence, live the Rainbow Trust Values and effectively communicate with our employees, volunteers and suppliers over the telephone, email and face to face.

## Areas of Responsibility

### (specific to role)



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#### Recruitment & Selection

- Administer the recruitment process including placing internal and external adverts; scheduling interviews; providing timely administrative support to recruiting managers; and handling enquiries from candidates.
- Accurately draft offer letters, welcome packs and employment contracts and send to recipients in accordance with standard time frames.
- Carry out all necessary pre-employment checks, including collating references, right to work and ID documents and manage DBS applications, in line with agreed timescales.

#### Onboarding, probation and leavers

- Administer the onboarding and probation processes, ensuring a high quality induction for new starters, and timely management of the probation process.
- Conduct timely induction progress meetings with all new starters and feedback to their line managers.
- Support the engagement of employees through the promotion and management of the Buddy scheme, ensuring all new starters are provided with a buddy.
- Administer the staff exit process, liaising with the employee, their manager, payroll and HMRC.

#### Learning and Development

- Alongside the HR team, develop and deliver internal training workshops to provide best practice HR support.
- Oversee the mandatory training tracker ensuring compliance across teams and create monthly internal training reports for the HR Director to present at SLT.
- Monitor the PDR forms, analysing training needs and sourcing pro-bono training where possible.

#### General HR Administration

- Regularly update the payroll, recruitment and other relevant trackers to ensure processes are followed and deadlines are met.
- Maintain the HRIS and HR filing system to ensure all information is accurate and up-to-date, including uploading absence information and relevant paperwork.
- Monitor the HR and Recruitment inboxes, acting as first point of contact for all queries, responding or forwarding to colleagues as necessary.
- Support the HR Manager with occupational health referrals and employee relations meetings as required.
- Ensure maternity, paternity and parental leave is managed appropriately.
- Ensure payroll instructions are prepared, logged and passed for authorisation and processing, in line with monthly deadlines and internal processes.
- Produce identity cards for all new starters and volunteers.

## General Responsibilities



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### Leadership and Strategy

- Provide advice and guidance for colleagues, volunteers and interns.
- Operate in compliance with relevant legislation, best practice, and policy.
- Commit to Performance Management Process and develop stretching objectives to meet the strategic plan.
- Take responsibility for own professional development following the PMP process.
- Professionally represent the department and the charity internally and externally.
- Live the Rainbow Trust Values.

### Operational and Project Planning

- Develop and proactively manage own individual work programme in consultation with line manager to weekly, monthly, quarterly and annual timeframes.
- Take individual responsibility for meeting agreed outcomes and objectives.
- Monitor work programme progress against agreed KPI's and targets and report any variance.
- Negotiate with suppliers to ensure best value for money is obtained.
- Organise own time and resources effectively and use initiative.

### Working with Customers and Service Delivery

- Liaise effectively with external suppliers (e.g. recruitment agencies, non-managerial supervisors, payroll bureau) to deliver excellent HR service.
- Act as a representative of the charity to a variety of external and internal audiences, in different contexts and events.
- Ensure requests for information and action from supporters are responded to promptly and their reasonable expectations are met.
- Report any complaints received to the team from supporters, suppliers or any other external or internal contacts.
- Relay information and supporter contact via the required internal mechanisms.
- Develop and maintain relationships with external training providers and Universities to support staff to be the best they can be and remain an employer of choice.

## Developing, Maintaining Systems and Procedures

- Effectively use HR database and suite of MS Office products to keep records current, complete and accurate.
- Take a continuous improvement approach to activity striving for maximum efficiency and effectiveness.
- Ensure data relevant to areas of responsibility and activity is appropriately recorded and stored in the HR database.
- Utilise and interrogate data to monitor progress towards individual objectives.
- Contribute to wider data collection and analysis exercises across the department.
- Ensure compliance with data protection guidelines, GDPR and corporate policy, including regular data cleansing exercises.

## People Management and Development

- Support in the recruitment and retention of high calibre volunteers, interns and employees, following best practice and HR legislation.
- Inspire and provide advice and support to volunteers and interns under the direction of line manager and to Volunteer Management guidelines.
- Monitor interns work programmes and report back to a line manager.
- Recognise and value the contribution of volunteers and interns.

## Team Working and Collaboration

- Proactively share HR professional knowledge and expertise to colleagues and provide timely advice in line with policies and procedures.
- Work closely with the finance team to ensure payroll is processed accurately.
- Collaborate effectively with colleagues across the department and organisation in order to deliver to deadline and meet objectives.
- Proactively participate in team meetings and away days, including SBI feedback as well as the annual staff conference.
- Attend training as necessary in order to meet changing needs, new technological developments and service requirements.

## Special Conditions

- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through the completion of the relevant training at a level commensurate with their role.
- All staff must adhere to Rainbow Trust's safeguarding policies and procedures.
- Some UK travel may be required very occasionally.
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a manager.

# PERSON SPECIFICATION

## HR Administrator



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### ESSENTIAL

### DESIRABLE

#### Experience

(Previous roles,  
types of organisations)

- Strong, varied, high-volume administration experience, which must include work with numerical data, customers and colleagues
- Experience of working in a customer facing role
- Experience producing accurate, high-quality work to deadlines
- Experience in working in a small team with demonstrable flexibility and adaptability to support team deliverables

- Worked in a charity
- Experience of working in HR or Volunteering

#### Special Competencies

(Specific job-related skills  
knowledge understanding)

- Strong verbal and written communications skills
- An effective communicator - someone who is able to stimulate and motivate others
- Competent user of IT systems, preferably a HR database
- Strong MS Office knowledge including:
  - Office 365 – emails and diary management
  - Competent with Excel spreadsheets – ability to manage data and report on outcomes to deadline
  - Competent use of Word – completing mail merges
  - Basic PowerPoint – can create visual presentations

- PI Licensed analyst
- Knowledge of IRIS/Staffology HR system

#### Disposition

(Influence over others,  
dependability, self-reliance)

- Outgoing and friendly communicator, with an empathetic and friendly approach
- Helpful and supportive team member- works cooperatively
- Conscientious and disciplined approach to work, well organised and can manage and plan daily workload
- Thorough, efficient and accurate – seeing work through to completion
- Applies high level of attention to detail and produces precise high-quality work on time
- Works well within established systems, standards and procedures

# PERSON SPECIFICATION

## HR Administrator

### ESSENTIAL

### DESIRABLE

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Ability to empathise whilst able to make professional judgment
- Operates with a high degree of confidentiality and integrity
- Flexible approach with the ability to work in a professional and ethical manner – considerate of the feelings and attitudes of others
- Ability to work in a busy and fast-paced environment, managing multiple tasks simultaneously and to tight deadlines

#### Attainments

(Academic & prof qualifications & training)

- Educated to A level/or equivalent experience
- CIPD qualification or working towards

#### Motivation

(Ambition, money, security)

- Supportive of others, being a willing and sympathetic listener
- Commitment to meeting customer needs and continuous improvement
- Completing tasks accurately in a steady, methodical manner
- Producing high quality error - free work
- To become a specialist technical expert and valued team member

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Commitment to own continuing professional development
- Ability to work flexibly
- Some UK travel may be required