

JOB DESCRIPTION

Job Title:	Human Resources Administrator
Location:	Longbow, Shrewsbury
Responsible To:	Head of HR, Payroll & Pensions
Hours of Work:	37.5 hours per week, Monday to Friday
Terms:	Temporary to cover a period of maternity leave (until February 2026).



The HR Administrator will play a critical role in managing and supporting the administrative aspects of our HR function. This position requires a detail-oriented individual who can manage the HR documentation and processes efficiently. As an HR Administrator, you will provide comprehensive administrative support across the HR Department, handling a variety of responsibilities across the employee lifecycle.

We are looking for someone with a positive, proactive attitude, excellent communication skills, and a commitment to delivering high-quality service while ensuring compliance. You should be comfortable working to tight deadlines, motivated to drive improvements, and eager to streamline processes. Additionally, you will be expected to uphold our core Values: **Quality, Kindness, Integrity, Community, and Development.**

Collaboration is a key aspect of this role—you will work closely with the HR team and colleagues across the organisation. A friendly and professional approach, along with a genuine enjoyment of personal interaction, will be essential to your success.

1. KEY TASKS AND RESPONSIBILITIES

Recruitment and onboarding Responsibilities:

To provide administrative support to the HR Team and relevant Line Managers for all recruitment and onboarding of new employees into the organisation, offering an excellent candidate and line manager experience.

Recruitment:

To provide administrative support with the process of recruitment, including:

- Advertising vacancies on various platforms.
- Managing the recruitment inbox and being responsible for the applications received and liaise candidates, the HR Advisor and Line Manager accordingly.
- Maintaining recruitment records throughout the onboarding process.
- Offering recruitment advice and suggestions for improvement to the Head of HR.

Onboarding and New Starters:

- Managing end to end onboarding process, including:
 - pre-employment checks – processing DBS, obtaining references and Occupational Health reports, sharing liaising with line managers.
 - producing and sending all contractual paperwork to employees.
 - actively liaising with potential new starters to ensure that all paperwork and applications are completed promptly and in accordance with Shropdoc policies and standards of operations.
 - liaising with line managers to ensure they are aware of progress of the onboarding process relevant to their new starters.
 - preparing new employee welcome packs and ID badge ahead of the agreed start date.
 - maintaining onboarding tracker and employee files, ensuring all documents and comms are recorded and saved in an approved format.

Corporate Induction:

- Support with the planning, coordination and running of the Corporate Induction event on a quarterly basis.

Training and Development:

Coordinating HR related training programmes, workshops and seminars to include:

- annual auditing of CPR certificates expiry, utilising Bluestream and PowerBi data
- liaising with our external provider and line managers to ensure staff availability.

- setting up of the training room.
- maintaining training records by saving and distributing certificates.
- collating and analysing training feedback.
- updating and maintaining Bluestream Training Software and RotaMaster (where relevant) to ensure up to date compliance records.

Compliance Responsibilities:

- Auditing and processing DBS renewals and Update Service checks and NMC pins (both digitally and manually), maintaining correct records on Rotamaster and DBS auditing spreadsheet.
- Conducting Right to work checks (both digitally and manually) as part of pre-employment and onboarding process.
- Processing Driving License renewals and conducting DVLA License Checks.
- Ensuring that employees statutory training is completed, liaising with the Line Managers and Head of HR regarding compliance rates etc.

Systems administration:

- To provide support with various organisational software systems, liaising with the relevant key stakeholders accordingly.

General Responsibilities:

- Providing general administration and efficient support as required, e.g. answering emails and telephone calls, taking messages, typing and sending letters and note taking, typing minutes, scanning and filing documentation etc.
- Management of Human Resources and recruitment Microsoft Inbox.
- Supporting internal and external queries for the HR department. Providing daily support and advise to managers and colleagues across the business.
- Overseeing Bluestream training platform, providing Bluestream statutory and mandatory compliance reports, updating Bluestream records and assisting with any Bluestream related queries from line managers and colleagues
- Raising HR Budget-related Sage Intacct Invoices and liaising with finance team accordingly.
- Providing support with any PowerBI queries and liaising with the BI team as required.
- Maintaining accurate and up-to-date employee records in line with GDPR and UK employment law.
- Ensuring all documents, including contracts, job descriptions are current and accessible.
- Maintaining and auditing data across all HR related databases.
- Assisting the Head of HR and other HR colleagues with project work as determined on an ad hoc basis.
- Offering cross cover and support HR colleagues in times of absence and high

workload.

- Making recommendations for improvements in processes and practices. Actively offering suggestions for improvements relating to all of the above processes and practices.
 - Offering professionalism, confidentiality and compliance of all written and verbal communication, whilst maintaining effective flow between internal and external customers and stakeholders, organizing and disseminating information from a variety of sources.
 - Being an advocate of our Values – Quality, Kindness, Integrity, Community and Development.
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2. PROBATIONARY PERIOD

All new employees are subject to the requirements of six-month probationary period with a progress review at three months for the new employee. Our probationary period will focus on supporting new employees into the workplace through comprehensive training and induction programmes. These programmes are tailored to equip new employees with the necessary skills, knowledge and confidence to succeed in their position.

3. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with the organisation, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Criminal Records Bureau disclosure.

4. CONFIDENTIALITY AND INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance.

5. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

6. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding safeguarding relevant to their position and role.

7. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

8. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

9. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

10. JOB DESCRIPTION AGREEMENT

Post Holder's Name:

Post Holder's Signature: Date:

PERSON SPECIFICATION

Human Resources Administrator

Shropdoc has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. Candidate application forms will be shortlisted using a points-based system, with selections made according to the criteria outlined in the person specification below.

Shortlisting Criteria	Essential	Desirable
Qualifications		
A good standard of education.	✓	
Certificate in Personnel Practice (CPP).		✓
CIPD Level 3 or equivalent experience.		✓
IT qualification (ECDL or equivalent) or equivalent experience.		✓
Experience / Knowledge		
All round experience of working in a busy office environment. Have demonstrable administration and organisational skills.	✓	
Demonstrable experience of working with onboarding and recruitment processes.	✓	
Experience of working in a customer service role would be an advantage.		✓
Must have excellent ICT skills with working knowledge of Microsoft applications (Word, excel, email and other applications) and bespoke software.	✓	
Knowledge and understanding of information governance and Data Protection.		✓
Understanding and knowledge of employment law and HR best practice would be an advantage.		✓
Understands the need for strict confidentiality and the need to follow internal policies and procedures.	✓	
Pro-active team player.	✓	
Experience of contributing to meetings.		✓

Shortlisting Criteria	Essential	Desirable
Personal Attributes		
Excellent verbal and written communication skills, and able to adapt style to various stakeholders.	✓	
Influencing, persuading, coaching and negotiating skills.	✓	
Problem solving, pro-active and able to think on feed and react to changing situations.	✓	
High accuracy and attention to detail.	✓	
Have experience of working in a flexible and positive manner, being adaptable to changing working patterns.	✓	
Friendly and approachable.	✓	
Creative approach to problem solving.		✓
Willingness to accept responsibility.	✓	
Calm disposition with the ability to put colleagues at ease.	✓	
Have well developed inter-personal skills, working independently and as part of a team, and collaborating with others.		✓
Other		
Commitment to the core values of Shropdoc.	✓	