



JOB DESCRIPTION

Job Title	Human Resources Assistant (D1)
Department	Human Resources
Reports to	Human Resources Manager
Direct reports(if any)	None (interns where applicable)
<p>Main Job Purpose</p> <p>The Human Resources Department’s objective is to promote progressive employment practices to ensure the ITF is future-fit and a first-class employer of choice.</p> <p>This role will support HR in the provision of high quality and customer-focused HR service through the effective administration of daily human resources duties, acting as a first point of contact, inbox management and HRIS management.</p>	
<p>Main Responsibilities</p> <p>HR Administration</p> <ul style="list-style-type: none"> • Proactively manage the HR inbox, ensuring that queries are answered within the SLA and any concerns escalated appropriately and in a timely manner. • Take minutes for monthly staff committee and management meetings and ad-hoc as required. • Processing of all invoices that come through the HR Department. • Organising staff medicals. • Keep pension administrators informed of new starters and contractual changes. • Collaborate with Finance department to provide accurate data for the annual pension update. • Provide information to ITF London staff on the Retirement Benefits Scheme including salary sacrifice, opting out and additional voluntary contributions (AVC) options. • Calculating compensatory leave claims as they come in, advising staff and updating Cascade records with any leave due for both London and Nairobi employees. • Drafting and issuing of consultancy agreements. • Liaising with external tax advisers, Grant Thornton to provide monthly payslips and secondment agreements to ensure the modified payroll scheme runs effectively. <p>Payroll</p> <ul style="list-style-type: none"> • Input the monthly payroll accurately for all London staff and submit this according to the monthly payroll deadline. Identify any risks and challenge if necessary. • Liaise with the Finance Assistant and Financial Controller as well as the outsourced payroll provider, MHR, to ensure accuracy and deal with any queries as they come up in relation to monthly payroll submission. • To calculate and process London staff bonuses and ensure the annual salary increase is processed accurately where agreed annually. <p>Recruitment and Selection</p> <ul style="list-style-type: none"> • Manage recruitment process from beginning to end, including recruitment adverts, arranging interview panels and advising managers on interview format and questions. • Working with legal advisors to ensure compliance with Right to Work in the UK. • Organising for job roles to be graded with the salary grading committee and ensuring grades are recorded. 	



Employee Lifecycle

- Manage new starter process including contracts, pre-employment checks and pension auto-enrolment.
- Coaching managers on managing the probationary process and escalating where necessary any serious concerns.
- Maintaining a database of sponsored employees, proactively ensuring compliance with Home Office regulations.
- Liaising with lawyers on straightforward immigration matters as required.
- Produce letters for contract changes.
- Liaising with the staff committee on contract changes and providing information as required.
- Manage leaver process and conduct exit interviews as appropriate in liaison with HR Manager.

HR Information System

- Monitor sickness absence and follow up on requesting statement of fitness for work notes where necessary, including any payroll changes.
- Produce monthly HR reports from Cascade as necessary and under the guidance of the HR Manager.
- Advice to users on Cascade including resolving or supporting the resolution of problems related to the operation of the HR system.
- Undertake regular audits to ensure that all information is contained and any anomalies are appropriately resolved and/or escalated.

Other

- Actively participate and encourage learning on all HR policies, processes and practices with management and staff.
- To undertake work commensurate with the grade across the ITF as required.

Decisions

Decide on monthly payroll timelines ensuring adhered to and all stakeholders informed.

Advising whilst balancing the needs of the employee with the needs of the organisation, considering the risks involved.

Complexity

Standard payroll calculations (pro rata salary, calculating number of days pay due) and annual bonus calculations.

Understanding of UK employment legislation including right to work compliance obligations.

Strong communication and prioritisation skills to manage conflicting and time sensitive priorities whilst keeping stakeholders updated.

Thinking on feet to decide the appropriate responses and prioritisation of ad-hoc queries and emails from all staff at all times of the working day.

Contacts

Act as first point of contact for all ITF staff, consultants, consultants, interns and temporary agency staff in London and where necessary to the Regional Office staff.

The ability to deal with all staff diplomatically, discreetly and sensitively in person and in writing on a vast range of topics from contentious employee working relationship issues, personal crises through to HR policy queries, escalating to senior HR colleagues as appropriate.



PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Education level, qualifications or equivalent	<p>Degree level or equivalent experience.</p> <p>CIPD Associate level or equivalent experience.</p>	
Knowledge, experience and technical skills	<p>Considerable experience of Human Resources administration.</p> <p>Experience of producing accurate and complex employment/contractual documentation and correspondence.</p> <p>Experience of using a Human Resources IT system.</p> <p>Knowledge of general IT systems and applications including spreadsheets, word processing and databases.</p> <p>Ability to undertake notes/minutes at meetings.</p> <p>Ability to provide advice on employment terms, conditions, policies and procedures.</p> <p>Ability to compose and produce standard employment letters and reports using IT applications (Word, Excel, Outlook, Cascade HR System).</p> <p>Ability to deal sensitively and appropriately with confidential information.</p> <p>Ability to undertake research where necessary.</p>	<p>Experience in using Cascade HR system.</p>
Personal attributes/skills	<p>Ability to communicate</p>	



	<p>effectively with internal and external contacts at all levels.</p> <p>Ability to work to deadlines and within defined standards, managing and prioritizing own workload and often conflicting priorities.</p> <p>Ability to proactively build relationships with other departments and sections to ensure effective HR delivery and good working relationships.</p> <p>Role model and provide excellent customer service to staff and managers embodying the ITF's values within own working practices.</p>	
Practical requirements e.g. hours, requirement to travel	<p>Ability to work flexibly when required to meet deadlines, for example monthly payroll or busy recruitment periods.</p>	

January 2019