



JOB PROFILE

Job Title:	Senior HR Assistant
Accountable to:	HR Resourcing and Transactions Team Leader
Responsible for:	N/A
Key Working Relationships	Head of HR & OD, HR Senior Management Team, HR Business Partners, HR Officers, CMT Members, Assistant Directors, Heads of Practice, Service Managers, Business Services Managers, Internal and External Stakeholders e.g., Payroll/Pension providers, Occupational Health, Recruitment Partners.
Role Requirements:	(See attached person specification)
Terms of Employment	
Band:	3
Salary:	See current pay scales
London Weighting:	For those staff with a permanent office base in Greater London.
Superannuation:	The pension scheme used by Cafcass is the West Yorkshire Pension Fund (a Local Government Pension Scheme). This is also our auto enrolment scheme. Contribution rates are based on a tiered system.
Annual Leave:	28 days rising to 33 days after 5 years reckonable service, inclusive of 3 privilege days to be taken between Christmas and New Year plus any of the bank/public holidays.

JOB SUMMARY

To contribute to HR resourcing and transactional service delivery in line with HR Service Level Agreement requirements ensuring improvements and efficiencies in customer experience, core systems and processes.

This role will undertake delegated responsibilities from the HR Resourcing and Transactions team leader such as deputising for the Team Leader, undertaking Quality Assurance activity and facilitating project work to drive service excellence. The post holder will be a technical expert and system 'super user' acting as the escalation point of contact for initial queries within the team.

The role will support the HR Resourcing and Transactions Team Leader by deputising in their absence by dealing with difficult or complex queries.

MAIN DUTIES AND RESPONSIBILITIES

Safeguarding

1. Contribute to ensuring safeguarding checks are maintained within policy requirements including oversight of risk assessment activities within the team.
2. Supporting and contributing to organisational wide activities to meet statutory and professional responsibilities with regard to safeguarding children.
3. Support the drive to ensure accurate recording and compliance activities are undertaken across the team in relation to DBS and Social Work England etc.

Service Effectiveness Including Information Management

4. Prepare correspondence for internal/external stakeholders as appropriate.
5. Ensure payroll and pension requirements are recorded and progressed across the team in a timely and accurate manner.
6. Undertake resourcing and transactions activities for board members, senior managers and directors under the direction of the HR Resourcing and Transactions Team leader.
7. Act as a 'superuser' across the range of HR platforms and actively promote the use of these systems including ensuring data held within the computerised HR and Payroll and records system is regularly maintained and accurate.
8. Maintain electronic and manual filing systems (including updating spreadsheets and HR databases).
9. Undertake and contribute to the development of reporting and insights responsibilities such as DBS reporting and ensuring Power BI is accurate and used effectively to support SAM and wider stakeholder reporting

Support to Achieve Effective Service Delivery

10. Effectively undertake complex recruitment and selection processes, providing advice and guidance to senior and hiring managers on selection approaches

ensuring campaigns are delivered in a timely and effective way with high levels of quality assurance in all work undertaken.

11. Assist with the maintenance and quality assurance of absence recording, support to HR Business Partners and accuracy of payroll records.
12. Provide first line of advice on complex HR resourcing and transactional queries and correspondence, in accordance with policy and legislative requirements, e.g. contract variations, special leave requests etc.
13. Deputises and acts as an expert and point of escalation for policy advice and guidance within the team and is a contact point in the absence of the Resourcing and Transactions team leader.
14. Proactively contribute to the continuing development of HR resourcing and transactional services ensuring ongoing efficiencies and effectiveness are taken forward so that an outstanding service is delivered.
15. Effectively undertake Quality Assurance activity across aspects of the resourcing and transactions teams, feeding back to team members as required.
16. Undertaking specific strands of project work as directed, including research activities, analysing and presenting information, liaison and negotiation with internal and external stakeholders and arranging meetings and briefings. Presenting findings in a confident and professional manner. Fully owning the delivery and implementation of these projects.
17. Responsible for maintaining and updating key documents such as template letters and adverts etc.

Engagement & Partnership Working

18. To provide mentoring and support for the HR Assistants including leading the planning and coordination of induction and cross-skill development with the support of the HR Resourcing and Transactions Team leader.
19. To be a proactive team player and actively facilitate meetings and events such as workload check-ins, team meetings, engagement and wellbeing activities as appropriate and required.
20. To role model at all times the Cafcass values, be an effective representative for the organisation and to act at all times in a professional manner conducive to promoting a positive Cafcass image.

General

21. Ensure that all work undertaken complies with GDPR and freedom of information legislation and requirements.
22. To maintain confidentiality at all times, in accordance with GDPR, and to be aware of the sensitivity of HR issues in all aspects of the role.

This job profile is not a definitive list of responsibilities but identifies the key components of the role. The specific objectives of the postholder will be subject to review as part of the individual performance review process.



Senior HR Assistant

PERSON SPECIFICATION

Qualifications

Must have GCSE Grade A-C in English and Maths

A degree level qualification or equivalent and/or CIPD professional qualification (or working towards one) would be advantageous

Work Experience

Experience of working in a HR environment across a broad range of HR activities would be advantageous.

Skills Areas

- Knowledge and experience of general office practice ideally within a HR team
- Ability to prioritise conflicting tasks and manage a challenging workload to high quality standards and timescales
- Can demonstrate the ability to take a proactive approach and willingness to identify solutions and drive actions to completion.
- Ability to adapt to the strategic direction of the organisation and changing priorities across the HR Resourcing and Transactions team.
- Ability to work with limited direction and supervision
- Ability to remain calm, confident and professional.
- Self-motivated and committed to achieving goals
- Ability to use a wide range of Microsoft Office packages particularly in the areas of Word, Excel and Outlook.
- Strong experience working with a range of HR platforms
- Detailed conscious with a keen attention to detail
- Excellent written and verbal communication skills with confidence to deliver at management meetings.
- Ability to, analyse, interpret, explain and summarise complex data and issues in a logical manner and formulate and present solutions to identified issues.
- Excellent customer service and client care skills.
- Ability to deal tactfully and sensitively with people and have an understanding of confidentiality issues.
- Highly developed interpersonal skills, including the ability to work collaborative within a team, supporting wider team workloads where required.
- Takes ownership for own performance and contribution.
- Able to build relationships and credibility with a wide range of people internally and externally.
- Ambassador for HR and the team and live the Cafcass values and behaviours