



JOB PROFILE

Post Title:	Senior HR Assistant
Portfolio:	Central Support Service
Responsible to:	Human Resources Officer
Responsible for:	No direct reports
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by completing all HR transactional processes and delivering a high quality, customer focused service.

Continually evaluating and reviewing all transactional HR processes and systems to ensure they are efficient, effective, fit for purpose and deliver an excellent Transactional HR Service.

Main Duties and Responsibilities

1. Undertake a comprehensive range of HR transactional processes in connection with the delivery of a high quality transactional HR service, including recruitment, vetting clearances, appointments, leavers, contractual changes and employment related policies and procedures.
2. Support the Human Resources Support Officer with entering employee data for all transactional processes, including new starters, leavers and transfers/promotions into HR21 and ensure data integrity of the HR Information System. Save all paperwork on, and maintain, electronic Personal Files and update any spreadsheets or tracking systems as appropriate.
3. Keep HR Colleagues and Portfolio Managers updated on the progress of transactional processing, particularly in relation to recruitment.
4. Complete recruitment and selection administrative procedures for successful candidates, including sending out conditional offer letters, requesting references and tracking return of all vetting, reference and medical information. Ensure that eligibility to work information (e.g. vetting, reference, medical, professional registration) is checked, kept on file and followed up where required. Ensure the accurate and timely submission of visa applications and Police/Immigration Security/DBS checks. In response to service demands provide support to colleagues across all areas of the recruitment and selection process.
5. Provide advice and guidance on visas and immigration to recruiting managers, employees and applicants to ensure that they understand their obligations as well as ensuring that all paperwork is accurately recorded and is up to date.



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6. Prepare unconditional offer letters and contracts for employment or consultancies for all successful candidates when all relevant clearances are completed and approved. Issue all paperwork and ensure arrangements are in place for signing of contract with relevant parties.
7. Support Recruiting Managers and applicants through the Public Service recruitment procedures. Provide advice and guidance on the recruitment process to applicants and successful candidates, particularly those who are relocating to St Helena.
8. Administer contract amendment letters and changes in relation to the employment journey.
9. Monitor contractual agreements i.e. probationary periods, contract expirations, professional registrations, induction checklists, pension payments etc. and where relevant inform relevant parties to enable follow-up action. Ensure eligibility to work paperwork is up-to-date and monitored regularly for existing staff with visa or other professional practice requirements. Produce regular reports on HR metrics e.g. turnover, sickness levels, headcount, retirements, age profile, leave data etc. Produce ad-hoc data reports on request from HR colleagues.
10. Complete administrative process for all leavers, including resignations, retirements, expiry of fixed-term contracts etc. Complete all exit procedures for staff, including support with arrangements for leaving St Helena, and record exit interview data.
11. Advise relevant parties of arriving/departing officers employed under the Technical Co-operation Programme for clearances/planning purposes and work in close liaison with other sections, such as housing, and Recruiting Managers to ensure all necessary arrangements are in place.
12. Provide information and guidance to managers and colleagues on factual information in relation to terms and conditions of service as outlined in the Code of Management, Technical Co-operation Terms and Conditions of Service and accompanying policies.
13. Provide support in arranging confidential meetings and all associated administration arrangements.
14. Make recommendations for improvements in relation to administrative systems and processes.
15. Ensure service users receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
16. Take responsibility for own development and helps others acquire skills and experience.

Special Conditions

Occasional out-of-hours working in order to support service delivery may be required.



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/a	i
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Is able to identify when information received is relevant to and should be used in completing an activity. Follows guidelines for identifying problems. Gathers and summarises data when required.	ii
Decision Making: Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
Working with Others: Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
Communication: Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
Influencing and Persuading: Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii



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Competency	Level
Dealing with Change: Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
CIPD Human Resources Fundamentals or equivalent qualification, or equivalent level of demonstrable attainment or experience or willingness to study	E	√	
Recognised qualification in ICT e.g. ECDL	D	√	
Knowledge & Experience:			
Experience of working in a HR or shared service function	E	√	
Experience of using people systems	D	√	
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
Demonstrable ability to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of minute taking	E	√	
Skills and Abilities:			
Proven and effective administrative skills.	E	√	√
Understands the need for confidentiality	E		√
Excellent organisational skills responding to changes to meet deadlines	E		√
Good written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively with both internal and external stakeholders and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically	E		√



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Able to help others acquire skills and experience	E		√
Management of databases	D	√	
Other:			
Willingness to work flexibly across all HR functions	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable