

**Queenscourt Hospice
Role Description**

Post:	HR and Volunteering Administrator (part-time)
Reportable to:	Head of HR and Volunteering
Accountable to:	Deputy Corporate Services Director
Grade:	Band B

Role summary:

Working closely with the Head of HR and Volunteering, HR Advisor, HR Administrator and other members of the HR and Volunteering team to provide a high quality, proactive, responsive and professional HR and volunteering service by coordinating all HR and Payroll administrative duties commensurate with the post.

Main Duties and responsibilities

Recruitment of Paid Staff

1. Assist with the recruitment process in preparing shortlisting and interview packs as appropriate.
2. Prepare copy for external advertising when appropriate which includes website and social media.
3. Receive all applications for advertised vacancies and file appropriately. Upon the vacancy closing, the post holder will prepare shortlisting packs.
4. Assist in inviting successful application candidates to interview and notifying the unsuccessful candidates in writing.
5. Assist in working with the recruiting manager, agree interview questions and prepare the interview packs.
6. Book rooms as required and facilitate the interview process including any planned assessments of the candidates.
7. Ensure appropriate documentation is retained from each stage of the process in line with Queenscourt's Recruitment Policy; external agency auditing requirements e.g., CQC; current employment legislation and data protection legislation.
8. Set up a personnel file for the prospective employee.

Recruitment of Volunteers

9. Undertake the administration of the full recruitment cycle which includes sending out application forms, obtaining references and clearances as appropriate; writing letters, preparing ID Badges and creating personal record cards.
10. Carry out DBS checks and liaise with external partners to create honorary contracts as required.
11. Schedule and carry out interviews of prospective volunteers.
12. Scheduling and carrying out inductions completing appropriate documentation for retention on personal volunteer files.
13. Schedule the Corporate Induction and invite volunteers to attend as and when required.
14. Ensure changes to volunteer personal details are updated in a timely manner on the volunteer database, personal record cards and in the volunteer rota folder.
15. Gather information in preparation for production of the monthly volunteer newsletter. Produce and send out the newsletter using MailChimp.
16. Manage volunteer rota's as required by checking volunteer availability and ensuring all duties are covered as requested.

17. Attend local schools, colleges, groups and businesses as and when required to provide information on Queenscourt and our volunteering opportunities.
18. Maintain good relationships with our Retail colleagues to ensure a regular flow of information is received and provided to the shops and our records updated accordingly, in particular, start dates, leaving dates and adequate paperwork on file.
19. Prepare leavers letters and thank you letters as and when required. Ensure new starter and leavers dates are recorded appropriately.
20. Produce long service award certificates annually for those volunteers who have reached 10+ years' service.

Human Resources

21. Provide low level advice and administrative assistance to managers and HR colleagues by providing absence reports; signposting to template documents; completing documents or letters using pre-designed templates .
22. Provide administration support to any job evaluation that is undertaken.
23. Minute taking at meetings as required.
24. Assist in the facilitation of the Corporate Induction for staff and volunteers.
25. Ensure the personnel filing system, both paper and electronic, is kept up to date and all appropriate documentation is retained accordingly.
26. Work closely with the HR Administrator to prepare contracts of employment and amendment to contracts for all staff as required using pre-drafted templates. Working closely with managers to agree salaries/changes and ensuring an audit trail is retained with sign off from the appropriate Director
27. Monitor end dates for temporary contractual changes and alert the Manager.
28. Prepare annual leave entitlements for staff and answer queries.

Payroll

29. Ensure all payroll changes, including starters and leavers, have been applied prior to running payroll.
30. Ensure absences are recorded and updated in a timely manner in line with the payroll deadlines.
31. Ensure appropriate copies and records are kept on personnel files.
32. Ensure paper and electronic copies of all paperwork are stored and available for input to the payroll in line with the payroll deadline.
33. Maintain an excellent working relationship with PBS payroll and QCH Finance, liaising appropriately as and when required to deal with queries
34. Support the QCH Finance Officer as required with checking payroll output before approval by the HR Advisor.
35. Assist in providing answer to payroll queries from employees, passing on to the Finance Officer or HR Advisor as needed.

Volunteering

36. Keep a training matrix up to date and work with the Volunteering team to identify training needs for each volunteer role.
37. Assist in facilitating training as and when required, in particular, the Corporate Induction event.
38. Assist in the design and content of appropriate training events.
39. Collate data for analysis as and when required.
40. Ensure the Harlequin database of volunteer records is accurate and kept up to date.
41. Attend networking events as requested by the Head of HR and Volunteering.
42. Design invites and flyers as and when required.
43. Assist in the organising of the annual volunteer events.
44. Provide low level day to day supervision of the day reception volunteers and other Hospice based volunteers, escalating any issues to the Head of HR and Volunteering.

Other

45. Understand and comply with the policies and practices of Queenscourt.
46. Participate in an annual development and review process.
47. Attend statutory training in accordance with Queenscourt requirements.
48. The post holder must familiarise themselves with matters relating to health and safety management as they affect Queenscourt or them personally, reporting any potential risks to life or property immediately in accordance with the Queenscourt's Health and Safety policy and procedures. The post-holder must use all equipment provided to undertake their role safely.
49. Behave at all times with complete integrity, respect and professional dignity ensuring their actions enhance the reputation of themselves and the charity.
50. Any other duties commensurate with the grade and post.

NOTE: Within this role, there will be a requirement for social contact with patients and/or patient families.

This document does not attempt to describe all the tasks to be performed. It will be open to periodic review and as a minimum will take place annually as part of the appraisal process and as a result, alterations and additions may be made.

Person Specification – HR and Volunteering Administrator

Attributes Required (based on job requirements)	Essential	Desirable	How tested
<u>Qualifications</u>	<ul style="list-style-type: none"> Must have level 2 in literacy and numeracy or equivalent experience. IT Qualification e.g., ECDL or CLAIT or equivalent experience of regular use of IT at a minimum of intermediate level 	<ul style="list-style-type: none"> Further study in relevant subject Associate CIPD 	Application Form Certificates
<u>Experience</u>	<ul style="list-style-type: none"> Previous experience in a fast-paced administrative role Previous experience of providing HR and/or recruitment administrative support Experience of using database systems and running reports from said systems. Experience of using the full Microsoft Office suite 	<ul style="list-style-type: none"> Experience of using a HR or volunteering database such as CIPHR or Harlequin Previous experience of working in a payroll setting Experience of working with volunteers and/or within a voluntary/charitable organisation Experience of working in a health care setting Experience of recruitment and/or induction Experience of using MailChimp 	Application Form Interview References
<u>Skills & knowledge</u>	<ul style="list-style-type: none"> Ability to stay calm under pressure and manage conflicting changing demands. Good literacy and numeracy skills Excellent communication and influencing skills. Ability to establish and maintain good working relationships at all levels, both internal and external Exceptional organisational and prioritising skills Ability to work with a methodical approach. Strong IT skills 	<ul style="list-style-type: none"> Knowledge of Employment Legislation Coaching and mentoring skills An understanding of Palliative Care and/or the Hospice movement 	Application Form Interview References Test
<u>Personal Qualities</u>	Highly motivated; calm attitude; can demonstrate initiative; team player who can demonstrate a positive and flexible approach along with an understanding of the charitable ethos and of working with volunteers		References Interview

Disclosure and Barring Service (DBS)

This post is subject to a standard disclosure and barring check