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Westminster Abbey



# HR Officer

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Job description and person specification



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## Job description

<b>JOB TITLE:</b>	HR Officer
<b>ACCOUNTABLE TO:</b>	HR Partner (HRP) <i>dotted line to HR Operations Manager</i>
<b>KEY RELATIONSHIPS:</b>	<p><b>Internal:</b> All Abbey employees and volunteers, Abbey Choir School, WAEL, Managers and Supervisors, Volunteer Supervisors, Abbey org wide Administrators and Assistants, Payroll Manager, Finance department, Communications and Digital department.</p> <p><b>External:</b> Midlands HR (iTrent HR System provider), CIPD, Eploy (recruitment system), benefits/training providers, and employee checks providers.</p>

<b>JOB SUMMARY:</b>	To provide efficient and effective coordination of a variety of HR administrative responsibilities through the facilitation of daily HR functions that include keeping track of employee records and supporting recruitment and onboarding, across the employee and volunteer life cycle. To also maintain an ATS (Eploy) and HR database (iTrent) to ensure the effective end-to-end running of HR projects and operations, including payroll & pensions administration, learning & development, and the coding and distribution of invoices for approval and payment. To support the HR Operations Manager, the HR Partners (HRPs) and the Learning and Development Manager in their day-to-day support of Abbey departments.
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### MAIN DUTIES AND RESPONSIBILITIES:

**This role supports candidates, prospective applicants, staff, volunteers and pensioners**

#### HR Administration and Reporting

1. Act as the first point of contact and respond to internal and external HR related enquiries or requests and providing assistance on matters such as sickness, holidays, pay, overtime and staff benefits.
2. Maintain both electronic and paper-based HR records as appropriate, in line with GDP regulations and statutory retention periods.
3. Responsible for issuing standard employment letters, HR forms, contracts of employment and identity passes, using various systems and processes, including HRIS optimisation.
4. Support the organisation with its policy on safer recruitment with the facilitation of background checks, including DBS, references, work health assessments, right to work and qualification checks, and keeping candidates and managers updated on progress and completion.
5. Monitor all HR, volunteering, training and appropriate HR related mailboxes, and redirecting HR-related calls and distributing correspondence to the appropriate person within the team or department in a timely manner.

6. Monitor and updating various workload trackers, using database platforms.
7. Deal with day-to-day administration of the department, such as taking telephone messages, photocopying, scanning, electronic filing, archiving and dealing with large mailings.
8. Produce regular and ad hoc management reports from iTrent, as requested by the HR Partners and other colleagues within the HR Department.
9. Ensure that the provisions of the General Data Protection Regulation are adhered to at all times and that the security and confidentiality of the Abbey's information is safeguarded.

#### Recruitment

10. Coordinate recruitment logistics and administration, ensuring recruitment packs and job descriptions are proof read.
11. Report any concerns about the recruitment system to the appropriate individuals.
12. Engage with candidates and prospective applicants via the system.
13. Produce vacancy reports on iTrent and department establishments reports.

#### Projects and Systems

14. Assist with the project implementation and ongoing development of an Applicant Tracking System (ATS) to support the organisation's recruitment and selection campaigns, including the placement of adverts and application packs, as well as supporting shortlisting, interviews and assessments.
15. Contribute to the project implementation and subsequent coordination of the automated onboarding process for new hires, by transferring records from the ATS system and administering various updates.
16. Maintain the HR system, iTrent by making establishing changes, new posts and post changes, as well as entering starters, leavers and updated changes on to the system or facilitating these modifications if undertaken by an external provider, and maintaining the Recruitment system, Eploy as per recruitment needs and establishment requirements; liaising with the appropriate heads of departments and Finance department to check information where necessary.

#### Learning and Development and Staff Engagement

17. Coordinate the administration activities of all HR employee group and forums
18. Design and coordination of surveys and questionnaires using various tools, including MS Forms, Pulse Surveys and various other software, as well as scheduling meetings, interviews and other HR events, such as the staff flu vaccination programme.
19. Support the Learning and Development Manager with various administrative tasks and L&D event/programme coordination, such as orientation and training events.

#### Payroll, Reporting, Pay, Benefits and Reward

20. Prepare the monthly information required for payroll and absence, including starters, leavers and pay changes and leading the monthly payroll meeting with relevant HR and Finance colleagues.

21. Responsible for adding pension joiner/leaver details to iTrent and assisting with auto-enrolment pension administration support as required.
22. Responsible for the checking, coding and appropriate distribution of invoices for approval and payment.

Other

23. Undertake such other duties commensurate with the nature of the role as may be delegated by the line manager and other senior colleagues within the HR Department.

# Person specification

*This section outlines the knowledge, skills and abilities the job holder needs in order to fulfil the requirements of the post. 'Essential' criteria are those that the job holder absolutely must have in order to do the job. 'Desirable' criteria are those qualities that would be either useful, or an advantage or those which the job holder can be trained to do.*

## **Essential**

### **Qualifications:**

- An HR or diploma level qualification (working towards) or equivalent.

### **Skills/Aptitudes:**

- Excellent written and verbal communication and interpersonal skills.
- Able to plan own work to meet deadlines, work unsupervised and act on initiative when required.
- Well organised with effective time management and meticulous attention to detail.
- Well-developed IT skills, including Microsoft Outlook, Word, MS Forms, Excel and PowerPoint.
- Understanding of the requirements of Data Protection legislation, and the ability to apply these in relation to the efficient handling, archiving and retention of staff/volunteer data.
- Ability to work with ATS software and Microsoft Office software.

### **Knowledge/Experience:**

- Experience of using Excel to monitor workload priorities and ad hoc project implementation.
- Experience of payroll or people data processing.
- Experience of maintaining databases.
- Proven experience of working in a relevant human resources role.
- Experience of working as part of a team.
- Experience of handling employment/staff records.

### **Personal Attributes & Circumstances:**

- Able to work effectively as part of a small team, and build excellent working relationship with all departments in the Abbey.
- Able to maintain confidentiality at all times.
- Committed to Diversity & Inclusion and to act as a role model to promote the Abbey's Diversity & Inclusion policies at all times.
- Commitment to the ethos and values of the Abbey and promote these
- Flexible approach, able to work additional hours (occasionally) as circumstances demand.

### **Desirable:**

#### **Knowledge/Experience:**

- Experience of pensions administration.
- Experience of using the iTrent and Eploy system.
- Experience of checking and coding invoices.
- Experience of working within a safer recruitment environment
- Experience of working within a similar church or large tourist attraction setting.

## **Safeguarding**

**Westminster Abbey is committed to the safeguarding of children, young people and adults at risk. To prevent them from harm, we undertake appropriate checks (including the relevant level of criminal record check) on staff and volunteers and require them to complete relevant safeguarding training. This post requires a basic level criminal record check.**

*This Job Profile will be kept under review and may be amended by the Dean & Chapter from time to time. Any proposed changes will be discussed with the post holder.*