

Role Profile

*because
you matter*

St Nicholas
Hospice Care

A Registered Charity No. 287773

St Nicholas Hospice Care is a local charity providing help, advice and support to people in West Suffolk and Thetford, who are facing dying, death and grief.

Job role	People Administrator
Department	People Team
Reports to	HR Operations Manager
Location	Bury St Edmunds Head Office and Clinical Site

Background Information

The role of the People Department is unique in that it works with all departments across the organisation, at all levels and on a broad range of issues. It supports both employees and volunteers, totalling approx. 600 people.

Job Summary

To provide a high quality administration service to the People Department and organisation.

This incorporates administering all elements of the employee cycle and being the first point of contact for HR enquiries. The role provides first line support for our people system (Compass) and is responsible for payroll, reporting and monitoring compliance of HR documentation.

Key Accountabilities & Responsibilities

Recruitment

- List employee and volunteer vacancies on SNHC website, NHS Jobs and other recruitment platforms
- Organise and support recruitment processes, including compiling of applications and arranging interviews
- Prepare offer letters and contracts
- Add onboarders to Compass
- Ensure all pre-employment documentation (references, occupational health, right to work check, professional qualifications and DBS) is completed
- Liaise with managers once completed

Leavers

- Administer leavers process and generate the relevant correspondence to ensure a smooth departure

Compass

- Helpdesk support for Compass
- Provide 121 guidance on Compass as part of 'welcome' programme
- Ongoing upskilling of Line Managers in Compass
- Continuous development in the efficient use of the system

Reporting

- Produce monthly standardised reports for Finance, Marketing and Corporate Services i.e. headcount, starters and leavers, absence information
- Run monthly compliance reports and conduct DBS renewals and other checks as required
- Generate information required for the quarterly report for the HR Operations Manager

Payroll

- Administer all payroll calculations and actions
- Enter accurate data for new starters and leavers each month
- Calculate and implement any owed or owing annual leave for leavers
- Record and process any changes in job title, hours, salary, promotions
- Administer data for NHS or Hospice pensions
- Run reports to reflect recent absences, calculating employee OSP entitlements
- Record the absence data and notify the relevant parties accordingly

Pay & Benefits

- Provide new starters with information on joining the Hospice health cash plan
- Administer joiners and leavers for the cash plan and send monthly reports to the provider
- Check the cash plan invoices for accuracy
- Respond to queries from employees regarding their NHS Pension or Hospice Group Pension; opting in or out, retirement, changes in contributions, etc.

- Maintain accurate data and administer changes on Compass to reflect the current status of employee's pensions
- Ensure annual leave figures are accurate on Compass, updating when necessary and communicating any changes to employees

General

- Monitor the HR inbox and deal with all enquiries in a timely manner
- Contribute to the ongoing review and improvement of HR processes
- Ensure HR processes and data management is GDPR compliant
- Archiving and housekeeping of people records and information
- Respond to reference requests from external companies
- Support the organisation and delivery of any employee/volunteer celebration events

Key Working Relationships

- Job Applicants – providing information and liaising throughout recruitment cycle
- Service Providers – liaising with Ucheck, Healthwork and CIPHR
- Colleagues – answering a broad range of administrative queries
- Line Managers – supporting with Compass and administrative queries

Job Scope

Decision making level	Triages queries to HR inbox, determining level of urgency and who to escalate to.
Financial resources	
Other resources	Responsible for inputting / updating employee data on Compass. Responsible for administering payroll data.
People management	Allocates work to HR volunteer.
Legal, regulatory and compliance responsibility	Responsible for running reports that monitor compliance – DBS (new and renewal), professional registration, pre-employment references, NMC registration and flagging where action is needed.

Person Specification

- 'A' Level standard education
- Current and proven administration experience
- Excellent IT skills, particularly Excel, Outlook and Microsoft Teams
- Highly organised
- Excellent customer service skills
- Innovative approach

Other

Requirement to travel to different Hospice sites to conduct DBS checks/renewals.

Standards and Expectations

Policies and Procedures

All Hospice employees are expected to follow policies, procedures and guidance as well as professional standards and guidelines.

Confidentiality/ Data Protection

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person. You should make yourself aware of the requirements of the Data Protection Act and follow hospice procedures to ensure appropriate action is taken to safeguard confidential information.

Health and Safety

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending training as required.

Safeguarding and Mental Capacity Act

All employees have a responsibility to safeguard and promote the welfare of adults, children and young adults. It is essential that all safeguarding concerns are recognised and acted on appropriately in line with the policies and training. You must ensure you always act in the best interests of any person lacking mental capacity.

Infection Control

All employees have personal responsibility for Infection Prevention and Control practice. You should ensure you are familiar with, and comply with, all relevant Infection Control policies and training for minimising the risk of avoidable Infection.

Equality and Diversity

We recognise and encourage the valuable contribution that people from all backgrounds and experiences bring. You will treat all individuals on the basis of merit and without prejudice.

Volunteer Assistance

The Hospice has the advantage of being supported by many volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job and at all times you will be expected to treat volunteers with respect and value their contribution.

Job Description

This job description is not intended to be restrictive and should be taken as the current representation of the broad nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

Values

Our core values guide the way we work together to care for our people and support their loved ones. Our values, which are rooted in the charity's early days, create our culture and are a combination of all our actions, behaviours and decisions. **Our values are Compassion, Accountability, Respect and Equity.**