

# Job Description

## HR Assistant (fixed term - maternity cover)



### BUSINESS SUPPORT & INFRASTRUCTURE

Our mission is to provide robust, responsive, and support and infrastructure that empowers & enables our charity to deliver excellence in all we do for unpaid carers.

United by our values – Focus, Inclusion, Respect & Excellence, we build the foundations that enable impactful, sustainable, and compassionate support for unpaid carers across Surrey.

### KEY INFORMATION

<b>Post:</b>	HR Assistant (fixed term - maternity cover)
<b>Pay Banding:</b>	Band Q: £27,536 – 29,191 (annual FTE, will be pro rata'd based on working hours)
<b>Hours &amp; Location:</b>	24 hours per week (0.67 FTE) Astolat – with opportunity for hybrid working Within ACS core office hours (8am – 6pm). Flexibility will be required to meet the evolving needs of the organisation (occasional evening & weekend).
<b>Responsible to:</b>	Head of People & Culture

### ROLE OVERVIEW

The HR Assistant is responsible for delivering efficient and accurate HR support across the organisation. This role manages employee and volunteer records, oversees recruitment and onboarding processes, coordinates training and development activities, and ensures compliance with HR policies and procedures. Acting as the first point of contact for HR queries, the postholder plays a vital role in supporting a positive employee experience and upholding Action for Carers' values of Focus, Inclusion, Respect, and Excellence.

### KEY RESPONSIBILITIES

#### HR Administration

- Maintain accurate and up-to-date employee and volunteer records in the HR Information System (Iris Staffology).

- Prepare and issue employment contracts, offer letters, pay increase letters, and other HR documentation.
- Collect references, coordinate DBS checks, and verify right-to-work documentation, ensuring safer recruitment measures are completed.
- Handle confidential information with discretion and professionalism.
- Share pay changes, new starters, and leaver information with Finance and support payroll administration.
- Complete compliance checks (e.g., DBS renewals) systematically and on time.
- Develop and optimise use of the HR system to meet organisational needs.
- Manage HR and Recruitment inboxes and maintain the organisational chart.

### **Attraction & Selection**

- Support recruitment by posting job adverts, coordinating applications, and scheduling interviews.
- Support the recruitment and onboarding of trustees
- Assist with onboarding and induction activities.
- Promote best practice in recruitment, ensuring processes reflect organisational values and inclusivity.

### **Engagement, Training & Development**

- Assist with developing and implementing an annual employee engagement plan.
- Monitor and report on mandatory training completion, escalating as needed.
- Maintain accurate training records and book external courses.
- Source external trainers, manage invoices, and prepare training materials.
- Act as first point of contact for training queries and manage the training platform.
- Produce HR training reports for senior management and organise Lunch & Learn sessions.

### **Employee Relations & HR Policies**

- Respond to queries on HR policies such as absence, leave, and flexible working.
- Assist with policy development, implementation, and review.
- Take notes during formal employee meetings.

### **General**

- Provide support to the CEO in the absence of the Finance and Governance Officer
- Promote and adhere to Action for Carers' values: Focus, Inclusion, Respect, Excellence.
- Ensure compliance with safeguarding, confidentiality, and data protection requirements.
- Attend team meetings, supervision, and mandatory training.
- Take responsibility and ownership of your area of work including your own training and development to make sure you can deliver excellence.

- Work across the organisation on projects and support organisation-wide events and activities.

## PERSON SPECIFICATION – EXPERIENCE, KNOWLEDGE & SKILLS

### Essential

#### Essential Experience

- Previous experience in an HR administrative role.
- Experience managing HR records and systems.
- Experience supporting recruitment and onboarding processes.
- Experience coordinating training and maintaining accurate records.

#### Essential Knowledge

- Understanding of HR processes and compliance requirements (e.g., DBS checks, right-to-work).
- Knowledge of safeguarding, confidentiality, and data protection principles.
- Familiarity with HR systems (experience with Iris Staffology desirable).
- Awareness of best practice in recruitment and employee engagement.

#### Essential Skills

- Excellent organisational and time management skills.
- High attention to detail and accuracy.
- Ability to handle confidential information with discretion.
- Strong communication and interpersonal skills.
- Proficient in Microsoft Office (Word, Excel, Outlook).
- Ability to work independently and collaboratively as part of a team.

### Desirable

- Experience in a charity or not-for-profit environment.