



## Job Description

<b>Job Title:</b>	Human Resources Administrator
<b>Accountable To:</b>	Human Resources Manager
<b>Location:</b>	Moddershall Oaks Country Spa Retreat

### Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

**'Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be'.**

### Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are Ambitious  
We are focussed on personal and business success
- We are Caring  
We genuinely care about our guests and our colleagues
- We are Creative  
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are Enthusiastic  
We are motivated to develop our skills and do our best for guests every day
- We are Loyal  
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

### Job Purpose

Provide an effective Human Resources administration service focussed on employing and retaining great employees who have the values, commitment and skills to make Moddershall Oaks a special place to be. Ensure HR records are accurate and up to date and that all required HR processes are followed. Maintain the highest standards of confidentiality and discretion at all times.



## **Principal Accountabilities**

1. Administer recruitment and selection of employees in partnership with line managers, ensuring that a robust process is followed linked to Moddershall Oaks' core values framework through a tailored recruitment for attitude approach.
2. Implement clear HR policies and procedures which uphold standards of conduct and performance for employees.
3. Schedule and diarise reminders for managers to ensure key HR actions such as inductions and probation reviews are carried out correctly and on time.
4. Co-ordinate the induction process, ensuring that all paperwork is completed and returned on time. Follow the new starter process in full.
5. Support effective and consistent performance management throughout the business by ensuring that probation reviews and appraisals are carried out on time. Monitor and review appraisal returns and extract information to inform the HR Manager.
6. Develop the KPI framework and provide KPI data at the end of each month for use by the HR Manager in business partnering meetings.
7. Ensure that all absence is effectively recorded and monitored, making the HR Manager aware of any triggers, so as to reduce any negative impact on service delivery to guests.
8. Be aware of and answer straight forward queries on terms and conditions of employment. Seek advice from the HR Manager when needed.
9. Implement arrangements for apprenticeships and work experience programmes so that employees are able to develop their careers with Moddershall Oaks.
10. Co-ordinate employee engagement activities such as employee surveys, recognition schemes and work anniversaries. Ensure feedback is obtained and communicated to the HR Manager regarding what employees love about working for Moddershall Oaks and any improvements they would like to see.
11. Ensure that all Moddershall Oaks' employment activities are carried out in compliance with the law and take account of best practice.
12. Organise and be involved in recruitment days, which would be a creative way of finding the right candidates.
13. Implement an effective exit interview process so any employees who leave will advise Moddershall Oaks is still a great place to work. Follow the leavers process in full.



14. Maintain accurate HR records including scanning, maintaining HR files, absence, holidays, training, and ensure that changes are processed and recorded efficiently.
15. Ensure that confidentiality of personal information is maintained at all times, so that such information is secure and not shared unless authorised to do so.

### **General requirements**

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

**NB: This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Moddershall Oaks may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Print Name:

Signed:

Date:



### Person Specification

<b>Job Title: Human Resources Administrator</b>		
<b>Criteria</b>	<b>Essential or Desirable</b>	<b>Method of Identification</b>
<p><b>Qualifications</b></p> <p>Progressing a CIPD professional qualification</p>	Desirable	Application
<p><b>Proven Experience</b></p> <p>Experience in an HR Administration role – whether a placement or full time role</p> <p>Experience of providing high standards of service</p> <p>Experience of working closely with managers to ensure HR practices are embedded</p> <p>Experience of a varied administrative workload backed by high standards of accuracy</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Essential</p>	<p>Application</p> <p>Application/interview</p> <p>Application/interview</p> <p>Application/interview</p>
<p><b>Knowledge, Skills and Abilities</b></p> <p>Outstanding people skills</p> <p>Able to work co-operatively and collaboratively with managers</p> <p>An eye for detail and accuracy</p> <p>Time management, able to priorities and achieve deadlines</p> <p>Excellent verbal and written communication skills</p> <p>Problem solving skills and the ability to work on own initiative</p> <p>Excellent IT skills, including a good working knowledge of Microsoft Excel</p> <p>Able to maintain discretion and confidentiality</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Interview/assessment</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview/assessment</p> <p>Interview</p> <p>Interview/assessment</p> <p>Interview</p>



<b>Other Attributes</b>		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application