BRITISH TRANSPORT POLICE

HR8:1.3
Version 1.2

JOB DESCRIPTION

APPENDIX C

Before completing this form, please read the BTP *'Guide to writing job descriptions for Police Staff roles'* Appendix B to the SOP.

A. POST DETAILS:

Job Title:	Senior HR Administrator	Current Grade:	A005
Department:	Corporate Resources	Area:	Various
Reports To:	HR Manager	No of Posts:	9
Level of vetting:	TBC	Post Number:	TBC

B. PURPOSE OF THE POST: *Why the post exists and what it has to achieve*

Provides a comprehensive HR clerical and administrative support service to the HR Manager and overall Area/FHQ entity HR team so that the HR generalist team meets all relevant standards and measures. At FHQ, these roles also provide ET administrative support.

For clarity – this role is about supporting generalist HR activity and not transactional activity completed at the People Services Centre.

C. DIMENSIONS OF THE POST *The key statistics associated with the post*

Financial – Direct or Non-Direct

None

Staff Responsibilities – Direct or Non-Direct

None

Any Other Statistical Data

None

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D. PRINCIPAL ACCOUNTABILITIES: *What the job is accountable for and required to deliver*

HR Administration Systems and Processes – Maintains and supports the Area/FHQ entity's HR administration processes and procedures covering BTP's operational HR activities (e.g. sickness, grievances, performance etc), providing a comprehensive service to the team to ensure excellent service from HR.

HR Information & Records – Maintains up to date and complete Area/FHQ entity HR records and information as required by BTP HR so that HR management can be delivered properly and regulatory compliance is achieved.

HR Administration Trouble shooting – Troubleshoots any clerical or administrative problems that occur in the day to day work, seeking guidance and input from the HR Manager and others as necessary, in order that the HR admin process delivers the required service.

HR Administration Reporting & Analysis – as directed by the HR Manager assembles the required routine and ad hoc HR reporting information into the required formats to standards of accuracy and timeliness and carries out any standard analysis of variations/exceptions/trends as directed by the HR Manager.

Case Work – As directed by the HR Manager, supports the generalist team with HR cases/issues across the full range of HR issues (sickness, ET's, disputes, discipline, performance management, workforce planning, recruitment, employee relations, diversity, organisational development and change etc) within BTP HR policies and guidelines.

Meetings – arranges meetings associated with the HR process, attending and providing administrative support as required so that they are effective.

Liaison
– provides a comprehensive liaison service as directed by the HR Manager, handling and resolving queries, seeking information, dealing with internal and external calls from a range of sources including various levels of BTP staff and external suppliers so that the work of HR can be conducted effectively.
- effective liaison with the People Services Centre regarding the completion of administrative tasks.

Relationship Management – manages customer and colleague relationships (internally and externally) so as to maximise the effectiveness of BTP & BTP HR and ensure the good reputation of both.

HR Administration Improvement – during the course of day to day delivery, monitor the effectiveness of relevant HR systems, processes and procedures and make suggestions periodically for improving them so that issues are brought to the attention of management and effectiveness is maximised.

HR Projects – as directed by the HR Manager provide administrative support to projects to support their successful delivery.

Collegiate Guidance – as and when required to enable the delivery of HR administration work, provide advice, guidance and support on HR administration practice and procedures to relevant colleagues to maximise their effectiveness.

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E. DECISION MAKING:

Make decisions

Significant say in decisions

Trouble shoots administrative problems providing an input as to how these issues may be resolved to ensure that the HR administration process delivers the required service.

F. CONTACT WITH OTHERS: *The frequent contacts the post holder has with others and for what purpose*

Internal

HR Generalist Team, HR Community and Internal Stakeholders.

External

External Contractors and Stakeholders.

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G. REQUIREMENTS: *The skills, knowledge, experience, qualifications and training required to perform the job.*

Essential Criteria:

Qualifications and Training:

CIPD Level 3 Foundation Qualification (or working towards it currently) or relevant experience.
GCSE / O Level (or equivalent) qualification in numeracy and literacy or relevant experience.

Experience:

Substantial HR clerical / administrative experience.
Substantial experience in working with a variety of IT systems and databases.
Demonstrable experience of effective relationship management of colleagues and customers (internal and external to the organisation).
Demonstrable experience of working with a team to provide advice and guidance on a range of generalist issues.

Skills:

Attention to detail.
Ability to work using own initiative – excellent personal organisation.
Ability to work unsupervised and multi-task, delegate and distribute work as necessary – self control.
Ability to prioritise and remain calm, generating high quality work whilst under pressure to deliver against tight timescales.
Excellent written, verbal and interpersonal skills including tact and discretion.
Ability to relate impact of own role to wider organisational and departmental plans.
Strong customer service orientation.
Effective team worker with the ability to adopt a collaborative approach.
Ability to effectively resolve work related issues.
Courage to challenge.
Achievement orientation with a drive to deliver**.**

Knowledge:

Excellent awareness of the workings of a HR department and familiarity with its overall services.

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Desired Criteria:

Qualifications and Training:
CIPD qualification
Evidence of IT systems training

Experience:

Previous experience working in the police service.

Skills:

Knowledge:
Excellent knowledge of relevant BTP processes and procedures.

H. **ANY ADDITIONAL INFORMATION:** *Information relevant to the role, including any particularly challenging/ difficult aspects of the job. If competencies have been developed for this post, these can be listed here.*

I. **AUTHORISATION DETAILS**

Prepared By: Date:
Area Commander /FHQ
HoD: Date:
Evaluation Panel: Date:

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