

Review Date: June 2025

Reports to: Head of Human Resources

Responsible for: No direct reports

Principally relates to: Head of Human Resources, CEO, Directors, Trustees, Head of Visitor Services (ECM & ESD) Facilities Managers, Visitor Services Managers, Café Management.

Purpose of the role: To provide administrative support to the HR Function, maintaining HR records, co-ordinating employee-related activities, HR reports, basic HR queries and assisting the Head of Human Resources with the smooth running of the department.

In addition, the role provides high-quality administrative support to the CEO and Board of Trustees, including the coordination of meetings, preparation of agendas and minutes, and the distribution of relevant documentation.

Main Responsibilities:

HR Administration, Analytics and HRIS Maintenance:

- To be the primary contact for all HR administration matters including but not limited to:
 - Employment contracts
 - DBS checks
 - Right to work checks
 - Reference checks
 - Amendment letters
 - New starter paperwork
 - Confirming resignations
- Create and maintain employee records in line with company policies and relevant legislation.
- Ensure that HR records, both physical and electronic, are kept up to date, accurate and securely stored at all times.
- Support the Head of HR with regular review of policies and procedures.
- Provide reports to management on a regular and ad hoc basis.
- Provide all relevant payroll information to the finance team.
- Read and respond to incoming communications including the central HR inbox.
- Maintain all HRIS records accurately including holidays, leave requests, absence/attendance etc.
- Undertake periodic audits of the HRIS to ensure that all records are up to date.
- Ensure all policies in the HRIS system are up to date.
- Provide the Head of HR with monthly sickness and retention stats highlighting any issues where necessary.

Employee Relations:

- Answer employees' queries about basic HR issues and know when to escalate as appropriate.
- Provide basic HR advice in the absence of the Head of HR.
- Attend, minute and participate in the monthly EurSay meetings.
- Assist the Head of HR with preparations for internal meetings and take notes where necessary.
- Assist and participate in HR projects where necessary.
- Keep up to date with relevant employment law and best practice working with the Head of HR to ensure smooth implementation.

Training:

- Maintain the online training portal, ensuring that all new starters are enrolled on the correct courses for their role and that all leavers are removed promptly.
- Complete the monthly training report and distribute to all line managers.

Job Description – HR & Office Administrator

- Issue replacement log ins for accounts and keep an accurate record of credits used and notify the Head of Human Resources when these decrease below required levels.
- Assist with all training arrangements including travel, hotel booking, meal arrangements and liaising with external training suppliers as required.

Recruitment & Induction:

- Be responsible for posting job adverts internally and externally on instruction from the Head of HR.
- Keep an accurate record of all applications in the relevant folder and updating applicant tracking spreadsheets.
- Liaise with line managers on interview dates and confirm these with the successful applicants.
- Ensure all candidates are informed of their application status post short listing.
- Make interview arrangements where needed including room bookings, parking passes, reasonable adjustments etc.
- Ensure all information is gathered from the line manager for the new starter and that the line manager has all the necessary induction information.
- In the absence of the line manager conduct inductions and gather new starter information where necessary.

Administrative Support to the CEO and Board of Trustees:

- Provide secretarial and administrative support for the Chief Executive.
- Organise, prepare, attend and minute key meetings including board and subcommittee meetings and follow up on actions as required.
- Administrative Support to Trustee Chair, Chairs of subcommittees and other trustees as required
- Prepare & distribute papers and reports for subcommittee meetings, board meetings and other meetings as required.
- Assist with the recruitment and induction of new trustees
- Support the CEO with travel arrangements, room bookings, diary arrangements, conference registrations etc.

General:

- Any other duties as may be reasonably expected of an HR & Office Admin..

Special features

- Some travel to Eureka! Science and Discovery (Wirral) may be required.
- Some weekend work may be required

Details of Education and qualifications

- Level 3 CIPD qualification or equivalent (can be part qualified)

Details of special skills/experience/aptitudes needed

- Experience in HR administration.
- Ability to work efficiently and accurately.
- Good IT Skills
- Good knowledge of employment law and legislation
- Confident communicator with the ability to communicate at all levels.
- A proactive and flexible approach to prioritising workload
- Excellent time management and prioritisation skills
- Excellent organisational skills
- High level of discretion and the ability to work in a professional and confidential manner.