

## HR Administrator

Band B, Swindon, Billingham, Newport

### What it's like to work in the HR Operations team

We have a great team of thirteen HR Administrators who are friendly and supportive and all work together to deliver customer service excellence. We update employee records whenever there are changes and process a variety of HR queries which mainly all relate to our employees and their journey with this, onboarding new starters, promotions, employee loans, retirements, and leavers. We write confirmation letters, complete all change documentation for audit purposes, and then notify our clients to confirm all changes have been actioned. Sometimes we need to offer advice to our clients on the correct procedures.

It is our responsibility to respond to queries in a timely way and process any changes on the system accurately. When making changes to salaries and pensions we can't afford to get things wrong!

We don't expect you to know all the answers straight away, we are always on hand to help support you and share our knowledge. We also have a four-week training plan for all new starters where you will get a good overview of what we deliver, our processes and how to use our systems.

Our Team is very supportive and always work together to achieve our monthly goals, we focus on personal development, coaching and regularly review quality to ensure we are giving the best service to our clients.

We are at an exciting point as a business and are currently going through transformation ahead of company growth to expand our client base and install new systems

### Key responsibilities

Our HR Operations teams manage the administration for all the changes that may occur during the employee lifecycle such as onboarding new starters, maternity and sickness administration and staff leavers.

Responsibilities include:

- Create positive experiences for all our customers by delivering excellent service and putting the customer at the heart of everything we do
- Accurately update employee records and systems with any changes
- Maintain a positive attitude, show a willingness to help and satisfy our customer needs
- Communicate in a professional and friendly manner with your colleagues and our clients

- Be able to work proactively to complete work on time in line with our target processing times
- Seek out new and improved ways of working to help us improve our service

## Knowledge, skills, and behaviours

### Essential

- Must be customer focused with the ability to deliver excellent levels of customer service
- Basic IT literacy with some knowledge of MS Word, Excel and Outlook etc
- Literacy & numeracy to a GCSE standard or equivalent ability
- Positive outlook with the ability to work in a busy environment where you can meet deadlines

### Desirable

- Previous experience of working in a customer focused role
- Data entry experience
- Oracle/ERP system experience

## Opportunities to develop

We value our employees and recognise the importance of ongoing professional development in enabling people to fulfil their ambitions. Whether you are starting out in your career or looking to build on existing experience, we can provide you with opportunities to work towards your goals.

Our in-house expertise is vast, whether you're interested in learning more about a particular type of software, you need to work on your presentation skills, or you want to develop your ability to influence and negotiate skills, we will support you.

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We are UKSBS. We are creating a place where people love to work, a culture where we lead, we change, we deliver and we empower our people to be curious, take action and add value.

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