



ZEN INTERNET PERSON SPECIFICATION

JOB ROLE: HR Administrator

As HR Administrator you will be responsible for providing administrative support to a busy HR team ensuring the timely and accurate handling of all employee and applicant administration.

Previous experience of working in a stand-alone Administrative role is essential along with a strong customer focus and high attention to detail. The ideal candidate will highly motivated and have excellent organisational and administrative skills.

The role reports directly to the Human Resources Manager

Specific duties and responsibilities include:

Recruitment Administration

- Check HR mail box daily for applications
- Log applicants onto the internal Recruitment
- Assign CV's to the relevant HR Advisor and Recruiting Manager
- Assist with short-listing CV's for entry level appointments (e.g. Technical Support, Customer Services
- Book telephone interviews for Technical Support & Customer Service positions and reschedule as needed
- Provide administrative support in all recruitment and selection activities, including organising interviews, assessment days and career/job fairs
- Ensure a timely response is sent to all applicants
- Update the recruitment system with correct applicant status
- Respond to any speculative applications
- Shred paper applications once they are more than 6 months old
- Advertise all vacancies via www.zen.co.uk/careers, on job boards (to be decided by HR Advisor) and on notice boards around building

HR Administration

- Prepare contracts of employment and offer letters
- Send new starter information packs
- Send for employment references for new starters ensuring they are received prior to start date
- Process CRB checks for relevant roles
- Set up files for new starters and store all relevant paperwork in the file within the main filing system
- Liaise with payroll and provide information on all starters, leavers, departments moves, salary and other changes on a monthly basis
- Process relevant paperwork for staff leaving the business
- Organising exit interviews on behalf of HR Advisor/HR Manager
- Inform relevant people internally of new starters/leavers (facilities, IS, payroll)
- Respond to requests for reference (employment / mortgage / tenancy)
- Book six monthly appraisals on behalf of managers including booking rooms, follow up after reviews have taken place to obtain copy of documentation for employee file
- Update the HR database with all employee changes including; position, department, line manager, salary
- Any ad-hoc administration and correspondence required by the HR Team

PERSON SPECIFICATION: HR ADMINISTRATOR

	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
EXPERIENCE	Proven track record in a similar busy administrative role where candidate has sole responsibility for the department's administration	Worked within HR or Payroll function
SKILLS REQUIRED	Able to converse clearly and concisely over the phone and face-to-face	
	Appears confident and willing to put forward new ideas	
	Good keyboard skills and proficient in using MS Word; Excel and Outlook to intermediate level	
	High levels of accuracy, experience of handling numerical and sensitive data	
	Capable of handling multiple tasks with sometimes conflicting deadlines	
	Able to plan and prioritise own workload efficiently	
	Ability to work on own initiative improving, developing and amending procedures as needed to ensure the smooth running of the administrative function	
DISPOSITION/ MOTIVATION	Ability to deal with difficult situations in patient & friendly manner	
	Willing to go the 'extra mile'	
	Willingness to learn & be flexible as both departments change and evolve	