

## Job Description & Person Specification

**Post:** HR Administrator

**Responsible to:** Community Sports Trust Manager

### Overall job purpose

Carlisle United Community Sports Trust is an independent charity affiliated to Carlisle United Football Club and this role reports directly to the Community Manager whilst also working closely with the Board of Trustees.

The post holder will be expected to work within a team of colleagues in our busy office. The purpose of this role is to provide an exceptional standard of administrative duties in a professional office environment. Specifically dealing with the HR aspects of the Charity, the post holder will be expected to cover for other administrative tasks.

In addition, the post holder may be required to support coaching staff with the administration of their delivery of educational and sport activities within primary and secondary education including PPA, after school clubs, Premier League Primary Stars, NCS and Football Development.

### Main Duties

- 1 The post holder will be responsible for the administrative function of the HR department, for example issuing contracts, record keeping, absence recording, holiday recording, DBS checks, training reminders, updating database packages and communicating via letter, email and verbal forms, improving processes where appropriate and ensuring accuracy, efficiency and continuous improvement.
- 2 To be the first point of contact for general HR enquiries from both internal and external customers, responding to routine queries regarding process and practice and referring more complex issues to the appropriate person.
- 3 To provide support for recruitment activities including providing advice on the process, role profiles, adverts and negotiation of costs and placement of adverts, advice on shortlisting and interview for and management of the process to meet required timescales, equalities and employment legislation and contributing to interviews and co-ordinating the interview process as required.
- 4 To undertake and manage the HR administration of starters and leavers and contractual changes, including the preparation of contractual documentation and payroll documentation.
- 5 To establish a computerised HR system and maintain accurate electronic and paper records, producing management information as required and to co-ordinate all required staff information for Capability purposes.
- 6 Act as Secretary to the Board of Trustees, producing Agendas and Minutes and coordinating all associated paperwork. In addition, the post holder will assist on Capability which is the process which



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governs our funding. This will include collecting information, conducting audits preparing documentation and evaluations and providing feedback to staff and Trustees.

### 7. Other administrative tasks may include:

- EFL Capability organisational structure, policies and procedures, Breathe HR personnel files, appraisals, holiday entitlement and contracts.
- Develop and maintain our filing systems, carry out filing archive tasks, handling filing requests from colleagues, assisting in the scanning and secure destruction of files and other documents.
- Handling confidential, sensitive information and data.
- Effective operation of our IT systems (including MS Office) and practice management systems.
- Plan, organise and attend meetings.
- Operating our telephone and email systems to effectively manage calls and enquiries.
- Ensuring the safety and welfare of visitors when in the office area.
- Help maintain the security of the building by managing and monitoring visitors attending the premises and following procedures.
- Maintaining a tidy, clean and safe office area in accordance with our procedures.
- Collation and reporting of client feedback data and reports.
- Provide clear and effective communication with all office departments and colleagues providing accurate information in person and via phone/e-mail.
- Undertake training and development specific to the role and identify personal training needs and those of staff working in the office area.
- Assist in the identification of improvements and best practice in relation to the role through liaison and discussion.
- Undertaking other duties which may be requested from time to time.

### General Duties & Accountabilities

- To support CUCST in their aims and objectives at all times.
- To ensure compliance with all relevant Club policies, including health and safety policies.
- To ensure compliance with all relevant legal, regulatory, ethical and social requirements.
- To build and maintain good working relationships both internally and externally, maintaining a professional image at all times when representing CUCST and Carlisle United FC.
- To keep confidential any information gained regarding the Charity, Club and its personnel.
- To maintain a flexible approach to work at all times.
- To undertake other duties and responsibilities as required from time-to-time.
- Promote equal opportunities in recruitment, delivery and overall assessment.
- To undertake any other duties as required by the Trust Manager.
- To promote the work of the organisation and ensure positive media is achieved through internal and external mediums – locally, regionally and nationally where applicable.



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### **Other Responsibilities**

#### **Health and Safety**

The post holder is required to carry out the duties in accordance with the Trust's Health and Safety policies and procedures.

#### **Diversity**

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for everyone.

#### **Other Duties**

The duties and responsibilities in this role profile are not exhaustive. The post holder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of this grade of post will be mutually agreed with the post holder.

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### Person Specification

Criteria	Competency
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>○ Certificate in Personnel Practice (D)</li> <li>○ NVQ Level 3 in Business Administration or equivalent qualification or experience</li> </ul>
<b>Experience, Knowledge &amp; Understanding</b>	<ul style="list-style-type: none"> <li>○ 2 years' experience of working in an administrative support role preferably HR.</li> <li>○ Experience of providing the full range of HR Administration</li> <li>○ Experience of providing advice on appropriate recruitment practice.</li> <li>○ Experience of providing first line HR support, responding to initial queries</li> <li>○ Experience of working in a confidential environment and successfully maintaining confidentiality.</li> <li>○ Experience of using MS Office (outlook, excel, word) and MS Internet Explorer</li> <li>○ Experience of working with an HR database.</li> <li>○ Experience of taking minutes for a variety of purposes and managing agendas.</li> <li>○ Experience of administering payroll and working with payroll information.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>○ Ability to be set a project or task and to work with minimum supervision and meet deadlines</li> <li>○ Computer literacy including good working knowledge of Microsoft Word, Excel and Outlook</li> <li>○ Effective record-keeping discipline</li> <li>○ Excellent customer service and communication skills.</li> <li>○ Ability to demonstrate high levels of care, accuracy, confidentiality and/or security when handling information</li> <li>○ Proactive and organised</li> <li>○ Good level presentational skills</li> </ul>
<b>Personal Qualities &amp; Commitment</b>	<ul style="list-style-type: none"> <li>○ Flexible and pragmatic approach to work</li> <li>○ Professional but friendly outlook and attitude</li> <li>○ Self-motivated and enthusiastic and an ability to operate with own initiative</li> <li>○ Ability to work as part of and contribute to the value of a team approach</li> <li>○ Ability to work without supervision</li> <li>○ Ability to resolve problems using initiative and diplomacy</li> <li>○ Able to remain calm and courteous at all times</li> <li>○ Willingness to participate in relevant training to ensure continuing Professional Development</li> <li>○ Self-discipline and ability to see a task or study through to the end</li> <li>○ Committed to our personal development</li> </ul>
<b>Other factors</b>	<ul style="list-style-type: none"> <li>○ Ability to work flexible hours within the normal working week</li> <li>○ Able to travel throughout Cumbria and outside the area for meetings and conferences</li> <li>○ The post is subject to a Disclosure and Barring basic check.</li> </ul>

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