

# HR Support Assistant

June 2024

Hertfordshire Mind Network  
Watford Wellbeing Centre  
501 St Albans Road  
Watford  
Hertfordshire  
WD24 7RZ

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[info@hertfordshiremind.org](mailto:info@hertfordshiremind.org)

[www.hertfordshiremind.org](http://www.hertfordshiremind.org)

**Position: HR Support Assistant**

Dear Applicant,

Thank you for your enquiry about the above post.

This pack contains the Job Advertisement, Job Description and Person Specification. For more information about the role and our services, please see our website at <https://www.hertsmindnetwork.org/hr-support-assistant/>

To apply, please submit your CV and a supporting statement as to why you are suitable for the role. Clearly state your address, e-mail address, telephone number and whether you have a driving license and access to a vehicle.

Please return applications to Fran Swallow, Head of HR at [recruitment@hertsmindnetwork.org](mailto:recruitment@hertsmindnetwork.org)

**Closing date for receipt of applications is 2<sup>nd</sup> July 2024.** We will close the advert prior to this date if we receive sufficient applications.

**Interviews to be held week beginning 8<sup>th</sup> July 2024.**

Yours sincerely



Fran Swallow  
Head of HR

## Job Description

<b>Job title:</b>	HR Support Assistant
<b>Reference Number:</b>	219
<b>Salary scale:</b>	£23,478 - £24,902 per annum
<b>Reports to:</b>	Head of HR
<b>Contract length:</b>	Permanent
<b>No. of hours:</b>	37.5 hours per week (9:00 – 17:00 with 30 mins break)
<b>Main base/s:</b>	Watford Wellbeing Centre/Borehamwood/Waltham Cross (with ability to travel to locations in Herts if required)
<b>Checks needed:</b>	Enhanced DBS and 2 satisfactory references

### Background to the Post

Herts Mind Network, (HMN) is a rapidly growing charity providing an essential and diverse range of mental health support across Hertfordshire. We have 7 Wellbeing Centres across the County and services include Crisis intervention, Complex needs and Community outreach, Peer and group support, Wellbeing and Counselling, Training and Education: for adults, young people and children in Hertfordshire.

### Purpose of Post

This is a position offering someone with the appropriate values and experience, the opportunity to play a pivotal part in our small HR team (Head of HR and Senior HR Coordinator). As an HR Support Assistant we would expect you to have a strong customer service focus with a remit of providing high quality and accurate effective HR administration service relating to the recruitment, onboarding and employee lifecycle processes and procedures. This role is part of first line HR support for a current headcount of 165 employees.

### Key Responsibilities

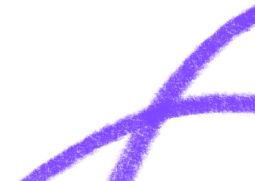
- HR Support
- To work closely with the team and deliver a high quality and confidential administrative process from recruitment throughout the employee journey at Herts Mind Network.
- Undertake general HR tasks as required and appropriate to the role including responding promptly to internal/external e-mails and completing other general administrative duties accurately and efficiently as needed.
- To work in compliance with employment law and best practice for HR processes including, contracts, starters and leavers, employment checks, DBS checks and pre employment referencing.
- Support with note taking for internal HR meetings, with guidance from the HR team.

- Arrange candidate interviews on request and follow up to ensure documentation and recruitment records are held according to our retention policy and GDPR standards
- To collate data for submission to payroll.
- To respond to Subject Access Requests in relation to employee SARs.
- Promoting communication with EAP and for permanent staff communication about Cash plan and other benefits that may be available from time to time.
- To work with the HR team to maintain the quality standards system for all groups in line with National Mind Policy and ISO9001
- Creating all the necessary documentation with excellent attention to detail and accuracy.

### **HR Systems and Data**

- Monitoring the Breathe HR System, ensuring employee profiles are up to date, including personal data, annual leave entitlement and training.
- Creating profiles for new staff members on Breathe and ensuring the dashboard is up to date for all employees.
- Responding to queries regarding annual leave and absence, reporting and calculating allowances as required.
- Maintain our online E-learning resource (Ihasco) ensuring new starters are onboarded and reporting on mandatory course completion. Ensure leavers are offboarded promptly.
- Ensure that the HMN HR Information System (Breathe) is up to date and to be able to produce accurate and timely reports that aid decision making within HMN.
- Ensure all current and archived paper based and electronic HR files and records, including individual staff files, are maintained and kept in a well organised system in line with retention and GDPR requirements.
- Administrating and prompting line managers to complete the probation process and escalate if there are any performance feedback to the Senior Co-ordinator.
- Complete probation communications to ensure the documents are completed and up to date on Breathe and communications to employee, payroll and cash plan provider is accurate, prompt and up to date.
- Compile accurately information from HR systems and timesheets received each month for submission to payroll for processing.

### **General**

- To promote HMN services, attending campaign and open days as required to raise mental health awareness.
  - At all times to carry out every aspect of your duties with due regard to HMN policies and procedures including the Equalities statement
  - To maintain the utmost confidentiality at all times.
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- Undertake other duties as may be reasonably determined by the Senior Leadership Team.

**Please see person specification on next page.**

Person Specification	Essential/ Desirable
<b>Qualifications</b>	
Business Administration and or HR related qualification	D
Evidence of continual professional development	E
<b>Knowledge</b>	
Understanding of mental health services within a health and social care setting	D
Knowledge of UK employment law and employee relations	D
HR System experience (ideally Breathe HR)	D
Understanding of Confidentiality and GDPR	E
Understands and values diversity of colleagues	E
Knowledge of relevant HR policies & procedures	E
Experience of payroll and HR monthly submission processes	D
<b>Experience</b>	
Proven experience in and HR generalist support role	D
Worked within a small team collaboratively cross functionally (eg with Finance, Payroll and other operational teams)	E
Proven experience of working accurately to deadlines, and achieving outcomes against targets	E
Lived experience of mental ill health	D
Application of recruitment practices and procedures	D
<b>Skills and Abilities</b>	
Excellent organisational and prioritising skills	E
Strong ability to manage workload, working autonomously with a proactive and motivated work ethic	E
Strong attention to detail and high levels of accuracy	E
Ability to deal with stressful and difficult situations in a calm manner	E
Demonstratable understanding of HR Administration processes throughout the full employee lifecycle	D
Excellent oral and written communication skills	E
Demonstratable Excel skills, for reporting, mail merge, and record keeping	E
<b>Practical</b>	
Excellent IT skills (Microsoft office), with proven ability to input and extract information into online databases.	E
Flexible and adaptable approach	E
Car driver with sole ownership of a vehicle and a clean driving license and willingness to travel to locations countywide	E
<b>Personal Circumstances</b>	
Show flexibility in working location in centre around Hertfordshire (if required)	E



**Hertfordshire Mind Network**  
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