

The information provided in this Job Description is given to ensure that the post holder has the best opportunity of understanding what is required to be effective in the post. It is not intended to be prescriptive in every detail and it is expected that the post holder will be as positive and flexible as possible in using this as a framework.

Job Description

Job Title:	HR and Operations Administrative Assistant
Accountability To:	HR and Operations Manager
Status:	Full Time – 35 hours per week
Location:	Office-based (Hammersmith, London), with occasional homeworking as agreed by line manager and in accordance with business needs.
Salary:	Band 2 - £23,320-£25,000 per annum (plus benefits & performance-related bonus), negotiable depending on experience.

The Position

This role provides a range of core administrative support for the Institute's activities, particularly relating to HR and Operations.

Summary of Role and Responsibilities

The responsibilities of this role may include, but are not limited to:

HR support administration

Supporting with HR administration, such as:

- posting vacancies on jobsites
- preparing new joiner paperwork, issuing reference requests
- onboarding and offboarding administration
- redacting applications in accordance with blind-recruitment policy
- creating and updating employee records, both internal and on HRIS
- monitoring uptake of employee benefits
- assisting (under supervision) with monthly payroll administration
- arranging the delivery and recovery of IFST property, such as IT equipment

Facilities and office administration

Responsible for helping to ensure the smooth operation of the office premises, such as:

- scanning and distributing post, as well as posting out items where necessary (such as IFST publication orders)
- answering telephone calls
- ordering office supplies & monitoring stock
- liaising with service providers (such as ordering office catering or submitting meter readings)
- maintaining an organised and efficient office premises
- records management; paper/electronic document storage, retrieval, scanning & archiving

Other general administration and responsibilities

Provides other administrative support as required including:

- supporting the HR and Operations Manager with Governance administration, such as updating Branch, Finance and Board of Trustee records
- monitoring shared general enquiries email mailbox
- updating the IFST website, internal mailing lists & IFST community pages
- arranging internal meetings, and where necessary, taking meeting notes and tracking/chasing actions
- occasional event support, such as at the IFST Lecture and IFST Conference
- other general administrative duties in accordance with business needs
- participating in development projects and other activities as required

Person Specification - HR and Operations Administrative Assistant

Criteria	Essential	Desirable	How Assessed?
1. Skills	<p>IT literate including experience with Microsoft Office packages</p> <p>Confident, polite telephone manner</p> <p>Able to write basic business correspondence</p> <p>Good spoken communication skills</p> <p>Well organised with excellent prioritisation skills</p> <p>Excellent attention to detail</p>	<p>Experience of other IT systems, such as CMS or a CRM/ membership database</p> <p>Experience of using HRIS systems</p> <p>Accustomed to dealing with a wide range of people</p>	CV/covering letter Interview
2. Knowledge	<p>Basic understanding of typical business processes</p>	<p>Basic understanding of HR record keeping</p> <p>Basic understanding of how projects are managed</p>	CV/covering letter Interview
3. Experience	<p>Experience of basic office and/or business administration</p> <p>Experience of delivering excellent customer service</p>	<p>Experience of HR administration</p> <p>Experience of project support administration</p>	CV/covering letter Interview
4. Other	<p>Ability to plan and take initiative for tasks within the scope of the role</p> <p>Willingness to undertake shared team activities</p> <p>Flexibility and willingness to undertake a variety of tasks</p> <p>Discretion and experience of managing confidential information professionally</p> <p>Ability to work collaboratively</p>		Interview