

Job Profile

HR Administrator (Apprentice)

Department	Human Resource
Location	Solihull
Reports to	Director of People & Organisational Development
Contract	Fixed Term – 18 months (joining the HR team as a HR Administrator on a permanent basis on successful completion of Apprenticeship)
Hours	37 hours per week and operationally available to meet company requirements
Constraints (travel/ base/ working patterns etc)	Office based with up to three days per week working from home. Requires attendance at college to complete Apprenticeship
Salary	£22,000 – £24,000 per annum (dependent on experience and rising to £26,000 minimum on completion of Apprenticeship)
Date	July 2024

About us

Everyday over 68 million people in the UK rely on the energy and utility industries to provide services that are essential to the health, safety and prosperity of every person and business in the UK.

Energy & Utility Skills are at the forefront of bringing together industry leaders and stakeholders to identify and address the skills challenges our sector faces. We provide membership, assurance, and skills solutions to help employers attract, develop, and maintain a safe, skilled and sustainable workforce.

About the role

With the opportunity to complete the HR Support Apprenticeship (providing eligibility to apply for Associate Membership of the CIPD), the HR Administrator will work across a variety of HR activities aligned to the employee lifecycle, including recruitment and onboarding, pay and reward, health and wellbeing and performance management.

Responsible for providing general and HR administrative support both independently and under the guidance of the HR team, the role of HR Administrator provides a great opportunity to work with a wide range of stakeholders across our business.

An exciting new role, Energy & Utility Skills will continue to support your career progression beyond completion of your apprenticeship, joining the HR team as a HR Administrator on a permanent basis.

About you

To be successful in this role, you will have an interest in developing your knowledge and understanding of HR and enjoy working in a fast paced, team environment.

With good communication and IT skills, you will be able to build effective working relationships with colleagues at all levels. With a high level of attention to detail, the ability to multi-task and maintain strict confidentiality is essential. This role is a great opportunity for an experienced administrator looking to pursue a career in HR.

Rewards

Join our growing organisation and you'll enjoy benefits including a generous holiday allowance, a company pension scheme, a performance bonus scheme and a Wellbeing Passport.

Key Responsibilities:

The key responsibilities of HR Administrator Apprentice include:

HR Administration

- Provide effective administrative support to the HR team, delivering excellent customer service to colleagues, managers and candidates.
- Maintain GDPR compliance by securely managing employee data and records stored electronically, including use of a HR Information System (HRIS).
- Assist colleagues experiencing technical issues with their HRIS self-service account; acting as the first point of contact for advice and guidance.
- Collate relevant employee data via the HRIS to support the HR Business Partner in providing HR reporting/KPIs on a timely basis.
- Manage the HR inbox by ensuring all enquiries are dealt with in a timely manner; assigning email enquiries to relevant team members, where necessary.
- Support with annual pay review and ad hoc contract change administration.

- Accurate minute-taking at formal HR meetings (e.g. disciplinary, grievances and absence review meetings)
- Schedule and conduct exit interviews with colleagues prior to their leaving date; ensuring all feedback is recorded with common themes identified and shared with the wider HR team.
- Participate in the organisation and co-ordination of external conferences and internal events and workshops, as required.
- Provide ad hoc administration support to the wider business, including Reception.

Recruitment & Onboarding

- Assist with the co-ordination of recruitment activities, including the scheduling of interviews and preparation of interview packs.
- Working with the marketing team, post, update and remove external and internal job advertisements from job boards and company website.
- Manage the Application Tracking System (ATS) by communicating with candidates and notifying the recruiting managers of any direct CV's received in a timely manner.
- Prepare and issue new starter employment packs including, offer letter and contract of employment.
- Support the onboarding of new starters by scheduling key induction activities as agreed with the recruiting manager.
- Create a HRIS self-service account for all new starters by issuing their log in details and guidance on how to use the online system.
- Ensure satisfactory employment references and Right to Work compliance checks are completed for all new starters.
- Contribute to the development and maintenance of our application tracking system (ATS) to improve the candidate experience.
- Work with the HR Business Partner to manage and promote our work experience opportunities with local schools, colleges and universities.

Health & Wellbeing

- Assist the HR Business Partner in creating our annual wellbeing and inclusion calendar of events.
- Support the development our wellbeing communications and activities in line with national campaigns and topical issues.
- Liaise with our delivery partner to schedule and promote our annual health check appointments.
- Collate and share with our finance team all carry over, buying and selling holiday requests ahead of the new financial year.

Performance Management & Development

- Support the HR business Partner with the administration of our internal performance management process.
- Support the roll out and continuous improvement of our learner management system (LMS) providing a variety of bite size online courses relevant to an individual's role and development needs.
- Support the co-ordination of training and development activities across the business, including the collation of individual and team learning and development needs.

Additional responsibilities

- To attend and undertake the studying for the Level 3 HR Apprenticeship and course work required to pass this course
- Ensure compliance with Energy & Utility Skills data protection policies and processes.
- Take reasonable care of your own health and safety and that of others in the workplace.

Job Holder Specification

Specification	Essential	Desirable
Education		
GCSE Grade C/4 (or equivalent) in English and Maths (or equivalent).	✓	
Work Experience & Skills		
Experience of working in a Business Administrator and/or Customer Support role	✓	
Experience of working in an office or team environment	✓	
Good IT skills; ability to use Microsoft packages including Word, Excel and Outlook	✓	
Excellent time management and organisational skills to manage multiple tasks and conflicting priorities/deadlines	✓	
High level of attention to detail and accuracy	✓	
Excellent interpersonal and communication skills in person, by telephone and in emails	✓	
Awareness of GDPR and Data Protection legislation		✓
Familiar with using software for managing data and records, e.g. HRIS (Human Resource Information System)		✓
Competencies	Essential	Desirable
Planning and Organising; able to plan activities and projects well in advance, manages time effectively, prioritises to accomplish objectives and monitors performance against deadlines/milestones.	✓	
Working with People; able to demonstrate an interest in and understanding of others, listens, consults and communicates proactively and is self-aware.	✓	
Relating and Networking; establishes good relationships with customers and colleagues; builds wide and effective networks inside and outside of the company; relates well to people at all levels and manages conflict.	✓	
Writing and Reporting; writes clearly, succinctly, and correctly; writes in a well-structured and logical way; structures information to meet the needs and understanding of the intended audience.	✓	

Our Values

Together

We are stronger, collaborating internally and externally to deliver success as one high performance team.

Credible

As specialists, we are trusted to provide thought leadership, the skills voice for Industry and skills solutions for energy and utility industries.

Making A Positive Difference

A great place to work, we individually and collectively play a key role in shaping a greener world.