

## JOB DESCRIPTION

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<b>Post:</b>	HR and Office Administrator
<b>Responsible to:</b>	Head of Operations
<b>Responsible for:</b>	Central HR admin and recruitment, supporting Board subgroups, social media marketing and funding bids
<b>Hours:</b>	18-20 hours per week over minimum of 3 days
<b>Stay's Vision:</b>	To end homelessness, and empower people to rebuild their lives
<b>Stay's Mission:</b>	To <b>Prevent</b> the causes of homelessness; to <b>Respond</b> to the immediate needs of those who face homelessness; to <b>Champion</b> the needs of homeless individuals at every opportunity.
<b>Stay's Values:</b>	Passionate, Integrity, Collaboration, Effective.

### Information on Stay

Stay has been a specialist charitable housing provider and a provider of person-centred support for over 30 years. We support over 1000 people each year across a range of accommodation and support services. We act as a safety net and springboard for people across the Borough of Telford & Wrekin. We catch people when they need help and support them to thrive so they can be the best they can be. With the right support, at the right time, we know people can realise their dreams and aspirations and this work can be very rewarding.

Stay works with people in crisis due to homelessness and the many effects of homelessness. All staff must have empathy with this client group who often will have multiple and/or complex needs affecting their physical, mental, social or financial wellbeing. It is essential that a person-centred approach is adopted for each client, that staff are professional and resilient enough to be able to deal effectively and constructively with a variety of challenging situations.

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### Role Specific Responsibilities

#### 1 Human Resources

- (a) Collect, process and input data into the Xero database, ensuring compliance with statutory requirements. To include maintaining and updating personnel records with information including new starters, leavers, changes, annual leave, sickness, etc.
- (b) Ensuring digital (and manual) records are maintained securely with due regard to security and confidentiality procedures.
- (c) Dealing with recruitment from the point of advertising, through provision of documentation for shortlisting, organising interviews, arrangements for interview tasks, provision of documentation for interview panels, appropriate document storage and disposal and requesting references.
- (d) Completing starter checklist including producing letters of appointment, preparing electronic files for new employees, organising induction programmes and online training, ensuring equipment requirements are addressed.

- (e) Preparation of documentation for leavers including checklist for exit interview, return of equipment, IT access removal, email access removal, closure of employee record.
- (f) Attendance at grievance or disciplinary meetings to take notes and transcribe same.
- (g) Arranging DBS checks and maintaining central DBS register on database.
- (h) Working with managers maintain a training matrix and assist with staff accessing online training and sourcing providers in liaison with managers.

## **2. Board Support and Administration**

- (a) Organise the Board and Board subgroup meeting schedule for the year ahead.
- (b) Take notes at the quarterly Board subgroup meetings and transcribe them.

## **3. Other Tasks**

- (a) To maintain and monitor a register of the organisation's policies and procedures. Coordinate the update and review of policies and procedures.
- (b) Excellent IT skills to accurately undertake a variety of IT work, including:
  - (i) Use of HR database with responsibility for input, access, maintenance of records and to assist Managers in extracting reports, data, etc, to provide statistical information/spreadsheets.
  - (ii) Experience of Microsoft software including Word, Excel, O365, email.
  - (iii) Experience of using Teams
  - (iv) Producing a range of documents including letters, reports, emails, minutes, mail merge, spreadsheets and other documents as required.
  - (v) Coordinate and assist with social media posting as required.
- (c) Monitoring of Stay Information email and actioning email as appropriate.
- (d) Distributing information about the Charity, as required.
- (e) Preparation of ID cards and other identification documentation as and when required.
- (f) Explore and identify potential grant funders and support managers with funding bids.
- (g) Support in the coordination and delivery of Charity events e.g. the Big Sleep Out.
- (h) Responsible for sourcing and purchasing office consumables and maintaining and monitoring stock levels whilst mindful of cost and project budgets.
- (i) Monitoring and arranging maintenance of office equipment, i.e. copiers.
- (j) Collection, opening and distribution of post. Preparation of outgoing post.
- (k) Deal with correspondence on a day-to-day basis as directed and take appropriate action. Maintain appropriate pending, filing and information systems.

## **4. Culture, Values and Behaviour**

- (a) To articulate and personally demonstrate Stay's values both internally and externally.
- (b) Where possible work to alleviate feelings of prejudice and stigma experienced by homeless or marginalised groups.
- (c) To contribute to the building of a staff culture where every person feels empowered and valued.
- (d) To be professional at all times and demonstrate a great positive attitude, be empathetic and adopt a person-centred way of working.
- (e) To commit to learning and being the best through continual learning and development.
- (f) To show consistent integrity, trust and fairness that embraces equality, diversity and inclusion.

- (g) To deliver time after time to a consistent standard of service in line with Stay's policies and procedures.
- (h) To use good judgment and initiative to find solutions.

**5. Health and Safety**

- (a) To be aware of Stay's policies and procedures, ensure they are carried out and that good practice is maintained.
- (b) You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must co-operate with Stay and co-workers to help everyone meet their legal requirements.

**The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

**PERSON SPECIFICATION**

<b><u>PERSON SPECIFICATION</u></b>		
<b>JOB TITLE</b>	<b>Required</b>	<b>Desirable</b>
<b>SKILLS AND ABILITIES</b>		
Excellent communication skills (both written and verbal) as the post entails working closely with volunteers, members of staff, partner organisations and clients	✓	
Good interpersonal skills	✓	
Accuracy and attention to detail	✓	
Strong time management, prioritisation and ability to multi-task	✓	
Problem solving skills with ability to work flexibly and using own initiative.	✓	
Data recording, collation and presentation	✓	
Essential IT skills and experience to be able to work with Microsoft office suite, Word, Excel, Email, databases and be able to produce letters, reports, minutes, spreadsheets and mail merge. Experience of Teams.	✓	
General Administrative skills and experience	✓	

Strong organisational skills	✓	
Demonstrate commitment to equal opportunities	✓	
Able to work as part of a team	✓	
Able to occasionally travel to Stay's sites for meetings using own car or public transport		✓
<b>EXPERIENCE</b>		
Experience of working in a busy office and administrative role	✓	
Experience of recruitment and HR admin processes and procedures	✓	
Data Recording, collation and presentation and use of databases	✓	
Minute/note taking	✓	
<b>QUALIFICATIONS</b>		
CIPD Level 3 or equivalent experience		✓