

Job Title	Senior HR Administrator	Location	Oldham – Bower House	Job Family	Grade
Reports to	HR Operations Team Manager	Designation	Hybrid	HR Services	B2
Overall Purpose: Undertake all HR administration in line with legislation and Guinness policy and procedures.					
Responsibilities & Outcomes		Skills / Experience		General Role Expectations	
Key Responsibilities: - Act as the first contact for all customer queries to the Helpdesk, providing effective and timely triage support and guidance as appropriate. - Act as a connector for the HR Services Team to ensure successful signposting for colleagues to relevant teams as appropriate, maintaining appropriate hand off points and consistency of approach. - Undertake end to end employee life cycle administrative processes, managing all relevant compliance checks, escalating any risks identified to key stakeholders. - Maintain and update all systems and necessary employee records, ensuring attention to detail and confidentiality at all times. - Utilise HR Systems for maximum efficiency and to provide a positive customer experience; this includes demonstrating systems usage to support colleagues enquires. - Ensure that data within the HR physical and electronic workspaces is securely maintained, and best practice is adhered to at all times. - Help develop, implement and monitor administrative processes to support continuous improvements to deliver efficiency and a quality service. - Escalate data quality issues promptly and proportionately so that the required actions can be taken to manage risks to statutory compliance and data integrity. - Ensure consistent and accurate information, documents and letters are available and in use. - Administer contract and supplier data, purchase orders and finance payments accurately and in a timely manner. Key Outcomes: - Accurate and timely execution of HR administrative tasks. - A positive and consistent customer experience. - Employee data is managed in compliance with Data Protection and GDPR regulations including processing and storing of data. - HR payments are accurately administered to ensure effective budgetary control.		Essential: - Experience of a broad range of administrative tasks. - Experience of working within a customer service environment. - Experience of working to deadlines. - Excellent attention to detail. - Good oral and written communications. - Good knowledge of Microsoft Office, Word, Excel, Outlook. - Demonstrates the Guinness Behaviours. Desirable: - Experience of working in a HR function/shared service centre or similar - Working knowledge of an electronic HR system or experience of working with a cloud-based portal.		These are the requirements for roles at Grade B. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case. Accountability: - Assigned and accountable for specific areas of responsibility /deliverables. - Performs a range of tasks which vary in complexity within scope of their function. - Makes decisions within parameters set by manager, using job/specialist experience. People Skills: - Has regular communication with internal/external contacts and builds relationships required to deliver priorities. - Works collaboratively with colleagues to deliver accountabilities. - May prioritise and oversee activities of others to meet required deadlines and standards. - Coaches inexperienced team members. - Provides first level advice and support for others. - May manage or support consistency of the employment experience in own area. Impact & Influence: - Decides within a range of solutions/practices which are the most applicable. - Actions have predominantly local or internal impact on one or a small number of individuals. - Required to share knowledge and experience with others. - Adapts own behaviour to influence colleagues/peers. Thinking Challenge: - Assists in the identification, assessment and resolution of a range of issues/problems. - Required to assess and resolve standard/ non-standard issues/problems, largely on own initiative - Implements procedures to ensure continuous improvement. Customer Service: - Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.	
		Qualifications			
		Essential: - Educated to Level 2 (C+ or 9-4 GCSE or equivalent) or higher. Desirable: - Working towards / or willing to work towards an appropriate CIPD qualification			
		Other			
		Driving Licence Required	No		
		Mobile working required	No		
		Evening and weekend working required	By exception		
		Other			
You are also required to undertake any other duties within your capabilities as may be reasonably required.					