

JOB DESCRIPTION

Job title	Onboarding Assistant
Sector/Function	HR
Department	HR Operations
Reports to	People Services Team Leader
Grade	Grade 2

Job purpose	The provision of timely and accurate HR administration support, to deliver a high quality and effective service to Turning Point managers and candidates in pre employment.
Key accountabilities	Pro-actively responding to and deal with onboarding queries via phone and email to Service Level Agreements (SLA's) within the HR department, to include follow up and escalation where appropriate.
	Monitoring the progression of candidate's onboarding, ensuring all pre employment checks are in place before their provisional start date.
	The ability to prioritise workload effectively and maintain quality of work when deadlines approach.
	Responsible for supporting individuals in the onboarding process (but not limited to), DBS checks, ETW checks, contacting new starters to obtain outstanding information and supporting managers with onboarding queries.
	Ability to maintain effective filing systems (electronically) for HR/Payroll forms and data by application of policies and procedures related to contractual, statutory and audit requirements.
	Effective demonstration that confidentiality and data protection policies and procedures are maintained at all times by regular review of statutory and organisation policies and procedures on such matters.
	Working alongside the recruitment team to ensure onboarding of new starters is dealt with in a timely and friendly manner.
	Working flexibility as part of a team to deliver a range of onboarding activities which underpin the HR shared service model.

Dimensions	Direct Reports	People Services Team Leader
	Internal contacts	People Team, Line managers, All Employees
	External contacts	Candidates in onboarding
	Planning outlook	Weekly & Monthly
	Problems solved	HR/Payroll/Pre Employment

PERSON SPECIFICATION

Job title		
Onboarding Assistant		
Personal attributes	Essential	Desirable
	<p>The ability to work as part of a team, sharing information to enable everyone to perform to the highest standard.</p> <p>Effective communication, to be able to communicate using different mediums such as oral and written to convey the appropriate message to different stakeholder/customer groups across the business.</p> <p>Upholding a customer focused approach, remaining professional and informative at all times with empathy for the customer.</p> <p>Enthusiastic & Positive with a 'can do' attitude and the initiative to highlight where improvements can be made – they do not wait to be asked.</p> <p>Strong organisational and time management skills with the ability to prioritise a number of tasks with differing deadlines/levels of importance</p> <p>Forward thinking and strong problem solving skills with the ability to identify the root cause of issues and address them with appropriate solutions.</p>	<p>Building relationships with our customers (internal/external) through delivery of a high standard of customer service and understanding their needs from their perspective.</p> <p>Curious and inquisitive style, ensuring that the task is fully understood before undertaking it, demonstrating strong listening skills and asking challenging questions where appropriate to identify better ways of working.</p> <p>Willingness to learn and take on new challenges and work across the HR team gaining invaluable experience and skill set.</p>
Technical attributes	Essential	Desirable
	<p>Ability to use Microsoft office suite applications to an intermediate standard.</p> <p>A practical understanding of confidentiality and data protection legislation.</p>	<p>An understanding of requirements for new starters in health and social/clinical roles</p> <p>Experience of administering differing Payrolls and Pension schemes.</p>

	Excellent numeracy and analytical skills.	Experience of iTrent HR system.
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Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> • Experience in a customer focused role. • Experience in an Administrative focused role 	<ul style="list-style-type: none"> • Experience in a human resources role • CIPD Level 3 qualified

Other requirements	Essential	Desirable
	Flexibility to support colleagues across the HR team on adhoc projects.	