

Delivering care through collaboration

**NHS Golden Jubilee**

Beardmore Street, Clydebank G81 4HX

Telephone: 0141 951 5000

[www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk)



Chair: Susan Douglas-Scott CBE

Chief Executive: Professor Jann Gardner

Recruitment line: 0800 0283 666

Dear Candidate,

**POST: Human Resources Administration Assistant**

**HOURS: 37.5 per week**

**SALARY: £23,914 to £25,808 per annum**

**CLOSING DATE: 30<sup>th</sup> January 2023**

NHS Golden Jubilee welcomes your enquiry in connection with the above post. Please find enclosed an information pack.

Should you wish to submit an application for the above post, please ensure you do so in advance of the closing date. Late applications will not be forwarded for short listing.

When providing referees on the application form, please be aware that we require a minimum of two references to cover at least **two years** of previous employment/training history. If there is insufficient space on the application form to list all of your referees, please provide on an additional page. Where possible, please provide us with e-mail addresses for contact. Additionally, you should note that as part of the pre-employment checks a PVG or Disclosure Scotland check will be completed. **It is an offence for barred individuals to apply for regulated work.**

Should you contact the recruitment team to discuss any queries regarding your application it is advisable that you retain the job reference number as you will be asked to quote this when you call.

In the meantime, I wish you success with your application and should you require any further information please do not hesitate to contact the recruitment team on the contact telephone number shown above.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G Swinyard', written over a light blue horizontal line.

Gabriella Swinyard  
Senior Recruitment Advisor

## NHS Golden Jubilee

### General Information for Candidates

- This information package has been compiled to provide prospective candidates with details of the post and background information about NHS Golden Jubilee.
- The contents of this package are as follows:
  - Job Description/Person Specification
  - Terms and Conditions of Service
  - Information on Agenda for Change
- The Equal Opportunities Monitoring form which you will be requested to complete via our electronic application system is required for monitoring purposes only and will not be made available to the interview panel during any part of the recruitment process.
- NHS Golden Jubilee operates a No Smoking Policy on all Premises and Grounds and in shared vehicles.
- All offers of employment will be subject to the receipt of two year's satisfactory References, Occupational Health screening and Disclosure Scotland clearance. Please note that it is an offence under the act for barred individuals to apply for regulated work.
- Please submit your completed application through the Jobtrain Recruitment System.
- The shortlisting process will take place shortly after the closing date.
- As a Disability Confident Leader we recognise the contribution that all individuals can make to the organisation regardless of their abilities. As part of our ongoing commitment to extending employment opportunities all applicants who are disabled and who meet the minimum criteria expressed in the person specification will be guaranteed an interview.
- The organisation has introduced a set of shared values. These values will be measured during our Values Based Competency Interview. Our values are:
  - Valuing dignity and respect
  - A "can do" attitude
  - Leading commitment to quality
  - Understanding our responsibilities
  - Effectively working together

**Person Specification**

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications/Training</b>	<ul style="list-style-type: none"> <li>• S/NVQ Level 3 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD Level 3 qualification</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Practical experience of working in a busy office/Human Resources environment</li> <li>• Experience of administrative and transactional processes</li> <li>• Experience of working with different systems and databases and extracting data from a variety of systems.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the NHS.</li> <li>• Experience of using eESS (NHS Electronic Employee Support System), TURAS, Jobtrain, Allocate, SSTS</li> <li>• Evidence of ongoing continual professional development.</li> <li>• Experience of editing and uploading information to websites/portals.</li> </ul>
<b>Skills/Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of HR systems and procedures</li> <li>• Ability to use initiative and work effectively without constant supervision</li> <li>• Ability plan and organise own workload in line with competing priorities.</li> <li>• Excellent interpersonal, organisational and communication skills.</li> <li>• Understanding of <b>General Data Protection Regulations (GDPR)</b></li> <li>• Computer literate with experience of using Word, Excel, PowerPoint and Microsoft Outlook.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of HR policies and procedures and employment legislation.</li> <li>• Knowledge of terms and conditions of service relevant to the range of staff groups within the NHS.</li> </ul>

## Job Description



### JOB DESCRIPTION

#### JOB IDENTIFICATION

**Job Title: HR Administration Assistant**

**Department(s): Human Resources Department**

**Job Description Reference:**

**No of Job Holders: 1**

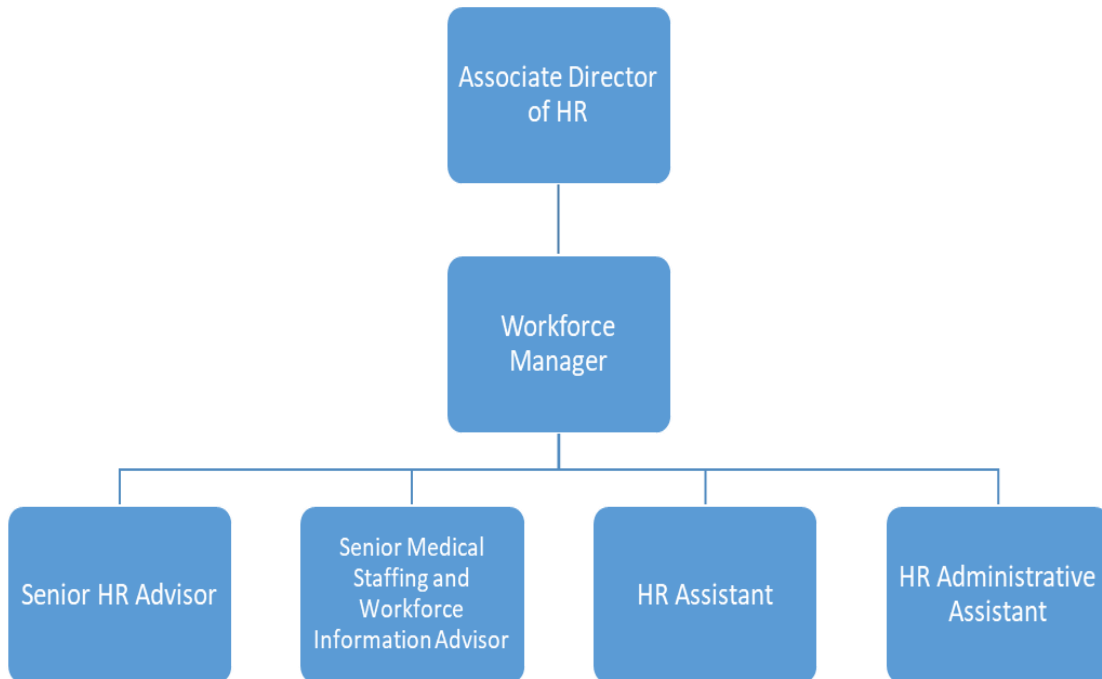
#### 1. JOB PURPOSE

As a member of the Human Resources (HR) team, the post holder will provide a full range of HR administration and support to department managers and employees of NHS Golden Jubilee (NHS GJ), promoting employee relations and employment practice in line with the Board's Strategy.

The post holder will report directly to the Workforce Manager but will be supported on a daily basis by the Senior HR Advisory team.

Each of the post holders (Senior HR Advisors/HR Assistant) work flexibly across the Divisions as required with responsibilities and specialist knowledge in specific areas within the generic HR function.

## 2. ORGANISATIONAL POSITION



## 3. SCOPE AND RANGE

- The post holder will provide an HR Administration service across the Board and be a central point of contact for Department Managers and Heads of Service, Divisional Leads and employees. NHS GJ has approximately 2117 staff (headcount) within four Directorates: Corporate (including CfSD and NHS Scotland Academy); Golden Jubilee Conference Hotel; National Elective Services; and Heart, Lung and Diagnostic Services.
- The post holder has no direct budget responsibility, but will be required to ensure effective and efficient use of resources.

## 4. MAIN DUTIES AND RESPONSIBILITIES

### Policy and Service

The postholder will: -

- Provide assistance to all employees, including department managers, heads of department, service/divisional leads and staff side representatives within the NHS Golden Jubilee on general HR issues, including HR policies and Terms and Conditions of service (Agenda for Change as well as Medical and Dental staff), to ensure best practice and compliance with statutory legislation. The post holder will promote fairness and consistency in the application of national and local policy and protocol within the context of relevant employment legislation.

- Respond to generic telephone enquiries and act as one of the first points of contact within the department for a range of requests and queries on terms and conditions of service, policies, salary placement etc.
- Oversee and manage the Employment Services Mailbox and respond to employee and manager enquiries in a timely manner, asking for support and advice, and escalating to the HR team members as required. At times this may require assigning queries to other team members or escalating queries which come into the mailbox.
- Support the HR function in processing retirement applications, career breaks etc. and liaising with payroll as required. This will also include processing maternity/adoption/paternity and parental leave applications, undertaking relevant calculations, recording relevant details and preparing correspondence confirming details.
- The post holder will be required to resolve queries regarding agenda for change calculations and queries regarding annual leave entitlements.
- Draft correspondence for signature including honorary contracts and length of service confirmation.
- Provide support as required, to coordinate Agenda for Change job evaluation panels.
- Maintain electronic employee personal files, by ensuring that employee documentation and information is kept up to date and scanned to personal files in Docman.

### **Employee Relations**

The postholder will: -

- Provide administrative support to the Senior HR Advisors for employee relations cases including assisting with preparation of case files, collation of management reports and minutes/notes of relevant meetings and hearings.
- Assist the Senior HR Advisors with HR Policy training programmes and awareness sessions within the Board based on identified training needs i.e. attendance management.
- The post holder will follow department and Board policies and procedures and may be asked to comment on department policies when they are being reviewed.
- The post holder may be required to support department managers and staff side representatives to implement organisational change within the Board e.g. support at one to one meetings with staff.

### **Workforce Information**

The postholder will: -

- Update staff changes to eESS, the main HR system, ensuring the information and transactions processed are accurate and liaise with payroll over any additional queries which may arise from this.
- Prepare contractual amendment letters and draft contractual documentation
- Support the Senior Medical Staffing and Workforce Information Advisor to extract information from standard HR reporting systems in relation to absence, conduct

activity, fixed term contracts, grievance activity which may be required for performance reporting and monitoring.

- Link with the Senior Medical Staffing and Workforce Information Advisor to ensure the Human Resources Portal (HR Connect) is kept up to date and that information on the site is accurate.
- Contribute to appropriate workforce information reports and returns which support the Board and Service areas in their achievement of national and local business and governance objectives.
- Carry out monthly checks of the registration statuses of members of staff who must be registered with a professional body in order to carry out their roles.
- Regularly use information resources including eESS, TURAS and Microsoft office for data entry, data processing and password resets.
- Assist in administering the medical appraisal and revalidation processes, and to maintain databases relating to those processes.
- Assist in the administration of the annual Consultant discretionary points process.
- Contribute to appropriate workforce information returns required either internally or externally on a range of topics e.g. Staff Governance returns, sickness absence, turnover, medical and dental census.
- Assist with the collation of information relating to Freedom of Information Requests.

### **Staff Governance**

The postholder will: -

- Positively promote the principles of Staff Governance within the Board and be aware of the Staff Governance agenda within the Board.
- Assist in the delivery of the annual staff survey /iMatter.

### **General**

The postholder will: -

- Provide administrative support to the Associate Director of Workforce and Workforce Manager
- Order and maintain stationery and consumable levels within the department
- As delegated through the senior HR team, support Human Resources projects, where appropriate.
- Undertake data cleansing and personal record audits in accordance with GDPR requirements.
- Demonstrate commitment to the principles of equality, diversity and human rights in employment and ensure that such principles are consistently met. This will include influencing the practice of those within the organisation to ensure that equality, diversity and human rights are at the heart of NHS Golden Jubilee.
- Participate as required as an HR representative on operational sub-groups and working groups.
- Network with other NHS Boards and HR professionals in order to share skills and ensure development of best practice.

## **5. SYSTEMS AND EQUIPMENT**

The post holder will be required to regularly use the following:

- Personal Computer/Laptop, printer & scanner (Microsoft Word, Excel, Access, PowerPoint)
- Microsoft Teams
- E-mail
- Telephone
- Personal Files
- Employee Databases - Payroll System, SSTS, TURAS, eESS, Jobtrain
- Internet and Intranet

## **7. DECISIONS AND JUDGEMENTS**

- The post holder will be the first point of contact for all employment services queries, either in person, by phone or through the employment services mailbox. Work may also be generated by the Senior HR team, and the overall HR function.
- The post holder will exercise their judgement and is responsible for decisions made in respect of managing their daily workload and dealing with general enquires from department managers, e.g. annual leave queries, terms and conditions, maternity leave queries. The Senior HR Advisors/Workforce Manager will provide general guidance and support on a daily basis, for more complex queries.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

The post holder is required to communicate and maintain good relationships with: -

### **Internal Communication**

- Heads of Service, Departmental Managers and staff, Trade Union Representatives and other professional bodies, Occupational Health Service, Recruitment Team, Payroll Department, Finance Department, Learning and Organisational Development, Health and Safety.

### **External Communication**

- Other NHS Boards, Pensions Agency, NHS Education for Scotland, General Medical Council, Professional Bodies, Implementation Support Group(ISG) Scottish Government, Trade Union Branches, Recruitment Agencies, NHSGGC Occupational Health Team, External Auditors, Central Legal Office.
- In the course of all communications, confidentiality is paramount.
- The post holder will be required to communicate and work closely with members of their team within Human Resources Department.
- The post holder will be required to communicate with staff at all levels across the Board through e-mail, telephone, MS teams and face to face contact.
- The post holder will be required to use tact when dealing with sensitive information regarding e.g. issues relating to absence, performance, conduct, bullying and harassment and compassionate leave requests.

## **9. PHYSICAL DEMANDS**

### **Physical Effort**

- Requirement to spend 75% of the working day at the workstation (i.e. sitting in a restricted position) using PC to generate letters, produce reports, prepare notes of meetings, complete general documentation respond to e-mails and deal with telephone enquiries.

### **Mental Effort**

- Concentration is required on a daily basis when compiling/writing reports, analysing data, producing letters and participating in meetings.
- Frequent interruptions such as telephone calls and staff members seeking advice, which requires the post holder to change from one task to another at short notice.
- Continual re-prioritisation of workload to ensure demands of the service are met.
- Handling sensitive issues in respect of employee's salary, terms and conditions, general queries around retirement, and absence including ill health retirement.

### **Emotional Effort**

- The post holder may be exposed to occasional indirect distressing or emotional circumstances when taking minutes at investigations, grievance and conduct hearings
- The post holder may also be exposed to occasional direct distressing or emotional circumstances when dealing with calls from distressed members of staff.

### **Working conditions**

- Daily use of PC.
- Sitting for prolonged periods of time at desk and in meetings.
- Occasional exposure to verbal aggression.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Supporting the development and implementation of modern employment practices at a time of significant and continuous change within the organisation whilst maintaining an effective operational service.
- Being involved in situations with employees who may be upset i.e. sickness absence, long term absence, ill health and capability.
- Managing time effectively whilst prioritising workload to meet competing demands.

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE**

- S/NVQ Level 3 or equivalent knowledge and experience
- Knowledge of HR policies and procedures and employment legislation.
- Demonstrate continual professional development
- Excellent interpersonal, organisational and communication skills.
- Good time management skills and ability to multi task
- Computer literate including experience of Word, Excel, Powerpoint, Outlook & MS Teams

- Experience in the use of standard databases and systems to extract information for a variety of purposes
- Experience of editing and uploading information to websites/HR portal
- Excellent keyboard skills
- Use of office equipment (Scanner, photocopier etc)
- Ability to use initiative and work effectively without constant supervision
- Ability to plan and organize own workload in line with competing priorities
- Understanding of General Data Protection Regulations (GDPR)
- Ability to work to tight deadlines

## **12. JOB DESCRIPTION AGREEMENT**

**Job Holder's Signature:**

**Date:**

**Line Manager's Signature:**

**Date:**

## **NHS Golden Jubilee Terms and Conditions of Service**

The terms and conditions applicable to this post are those of all NHS Scotland Employees.

### **1. Superannuation**

You have the option to join the NHS Superannuation Scheme, to participate in the State Earnings Related Pension Scheme or to take out a Personal Pension.

Employees contributions to the NHS Scheme range from to 5.2% to 14.7% of salary (depending on rate of Pensionable Pay) and the employers' contribution equates to 13.5% of salary. Employees in the NHS Scheme are "Contracted-out" of the State Earnings Related Pension Scheme and pay a lower rate of National Insurance contributions. Employees who choose to participate in the State Earnings Related Pension Scheme pay the higher rate of National Insurance contribution. A Stakeholder Pension is also available.

### **2. Salary**

£23,914 to 25,808 per annum

### **3. Grade**

This post is offered at Band 3 \_\_\_\_\_

### **4. Annual Leave**

The annual leave entitlement in a full year commencing 1st April to 31st March is 27 days, rising to 29 days after 5 years' service and 33 days after 10 years' service. There are 8 Statutory and Public Holidays in each leave year. (Pro rata where applicable)

### **5. Hours of Duty**

37.5 hours per week

### **6. Tenure of Employment**

This post is offered on a Permanent basis

### **7. Asylum and Immigration Act 1996**

Under the Asylum and Immigration Act 1996, we are required to carry out checks to ensure that all prospective employees are entitled to live and work in the United Kingdom. You will therefore be asked to provide appropriate documentation prior to any appointment being made.

## **NHS Golden Jubilee Benefits**

### **NHS Superannuation scheme:**

New entrants to NHS Golden Jubilee who are aged sixteen but under seventy-five will be enrolled automatically into membership of the NHS Pension Scheme. Employee contributions vary from 5.2% to 14.7% depending on annual pensionable pay. Benefits include a lump sum and pension when you retire, life assurance of 2 years' pay - while you are working, pension and allowances for your spouse and children in the event of your death, and benefits for ill-health retirement.

Our pension scheme is provided by Scottish Public Pensions Agency. This scheme is a qualifying pension scheme, which means it meets or exceeds the government's new standards. All benefits including life insurance and family benefits are explained on the SPPA website <http://www.sppa.gov.uk/>

### **Annual leave entitlement (including public holidays):**

35 days' annual leave on appointment  
37 days' annual leave after 5 years  
41 days' annual leave after 10 years

### **Free car parking**

### **Continuing professional development opportunities**

#### **Discounts at the Golden Jubilee Conference Hotel**

- **Leisure Club membership** – Get fit and healthy at the Centre for Health and Wellbeing with a discounted membership rate of £25 per month.
- **Discounted Room Rates** - Rooms rates discounted subject to specific conditions
- **Discounted Dining** - 20% off food and beverage when dining in the hotel.
- **Golden Bistro (Hospital Restaurant)** - Discounted food in our award winning hospital restaurant.

### **NHS Staff Benefits**

As a staff member in NHS Golden Jubilee, you will have access to a wide variety of offers and discounts from local and national businesses using your NHS ID badge. For more information and to view these discounts, visit [www.nhsstaffbenefits.co.uk](http://www.nhsstaffbenefits.co.uk) - new offers are added on a weekly basis.