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**NHS NATIONAL SERVICES SCOTLAND**

**JOB DESCRIPTION**

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| **1. JOB DETAILS** |  |
| Job Title: | **HR Data Administrator** |
| Immediate Senior Officer/Line Manager: | HR Advisor |
| Department(s):  SBU:  Location: | HR Operations, People Solutions and Experience (PS&E) |
| Human Resources & Workforce Development  Glasgow / Edinburgh |
| CAJE Reference: |  |

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| **2. JOB PURPOSE** |
| To provide comprehensive, confidential data administrative support to the HR Assist Team, working closely with HR Officers to support the delivery of a customer focused, front of house and terms and conditions service to National Services Scotland (NSS) and Public Health Scotland (PHS). |

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| **3. DIMENSIONS** |  |
| NSS as a Non Departmental Public Body (NDPB) provides a diverse range of support functions for NHSScotland and employs 3,600 clinical and non-clinical staff located in 24 sites across Scotland. The HR Operations services are part of the NSS HR shared service provision to PHS.  The postholder will support maintenance of HR systems and undertake data entry/call logging, data filing and associated administrative activities in relation to a range of transactional processes that will support the HR Assist Team in its delivery of a full advisory service, including terms and conditions of service.   * The post holder will take responsibility for delegated duties in addition to providing resilience across other areas of People Solutions & Experience, if required. * The post holder will have no line management or financial responsibilities. | |

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| **4. ORGANISATION CHART**  Director of HR  Director of HR  Head of PS&E    Recruitment Manager  HR Operations Manager    HR Assist Team Leader  Senior Policy & Case Advisors x 3  Recruitment Advisors x 2    Senior Recruitment Advisor x 1    HR Assist Advisors x1  Recruitment  Officer x 6  Policy & Case Advisors x2    HR Assist Officers x 4    Data Admin x 1 |
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| **5. ROLE OF THE DEPARTMENT** |
| The core purpose of the HR function is to provide a range of services which will enable NHS National Services Scotland to achieve its strategic objectives and which increase the success of the organisation by improving the processes and decisions that depend on or impact people and the sustainable future of NSS.  The Human Resources and Workforce Development services model operates on a tiered approach:    The main activities of the HR function include the following:   * The provision of core people processes, transactional and administrative HR services. * Delivering people information, systems and the management of HR data. * Developing tailored solutions, guidance and support to managers around people, culture and performance. * Developing solutions and expert workforce planning advice and information focused on best practice methodologies, tools and techniques. * Providing resourcing and recruitment services, including the management of the NSS Workforce Resource Team and redeployment. * An employee relations service which encourages supports and develops partnership working arrangements and the full involvement and engagement of the trade unions, professional bodies and staff across the organisation. * Act as the Staff Governance Champion for NSS. Developing and implementing a Staff Governance Action Plan; through the consistent and robust implementation of the standard and developing and implementing Staff Survey Action Plans. * HR and Organisational Development consultancy, interventions and programmes focused on achieving a more agile, efficient and effective organisation. * Organisational learning and development programmes focused on the delivery of the organisations strategic objectives. * Co-ordinating the implementation of all national pay frameworks and ensuring that these are implemented fairly and consistently across the organisation. * Providing expert advice on all pay, and grading issues along with job design, terms and conditions and employee benefits. * Ensuring HR Policies that are developed and implemented in partnership, that are fit for purpose and meet the needs of the organisation.   **People Solutions & Experience**  People Solutions & Experience are Tier 1 of the NSS HR model, a proactive and professional HR service centre that provides managers with the tools, skills and solutions to enable effective management of their people. Tier 1 works closely with the HR centres of expertise, Healthy Working Lives, Organisational Effectiveness, People Insights, Performance & Systems and the HR Business Partners in the successful delivery of its three core services; HR Assist; Recruitment and Case Management.  People Solutions & Experience is about enabling individual people solutions that meet the needs of the business in a compliance framework. It is about HR practices and processes and the way in which these are taken forward. The analysis of people issues feeds into leadership and learning interventions, guidance for managers and process simplification. People Solutions & Experience will provide managers with the tools and skills, through a coaching approach to manage people better. This will be a proactive HR service, which analyses data, contacts managers in advance and asks if they need help.  There are strong links to enabling managers to be compassionate leaders, making the right decisions and delivering people solutions in the right way, through a case management approach. People Solutions & Experience will include HR Assist. This is the first contact with HR, other than HR Connect, and will require highly skilled HR professional staff, able to resolve most issues at first point of contact and provide high quality professional advice and triage all calls into HR. |

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| **6. KEY RESULT AREAS** |
| 1. Update and maintain all electronic filing from the HR Service Now and ePortal systems which will include a range of changes to terms and conditions e.g. Line Manager changes, change of working pattern, contractual amendments, parental leave updates, and fixed term contract extensions. 2. Organise and maintain the upkeep of all the electronic staff personal files, ensuring that all necessary information is quickly and easily accessible and confidential records and documents are dealt with in accordance with the GDPR, Data Protection Act and NSS policies on Record Management. 3. Log calls from the Forms Handling Portal to Service Now, supporting the HR Officers to manage and prioritise calls and workload to meet required deadlines, eg, payroll cut off dates. 4. Maintain and provide data entry support onto various electronic systems and databases e.g. Excel, ensuring accuracy of data collation and records, in accordance with NSS Policies on Record Management. 5. Ensuring that all data administration matters are dealt with efficiently and consistently, in accordance with both HR and Corporate Records Management procedures. 6. Act as a point of contact, with the HR officers for all internal and external telephony queries into HR Assist and deal with the calls within the agreed timescales. 7. Support the HR Officers by actioning administrative based calls raised through the HR call logging system, e.g. Mortgage Reference requests, Employment Reference requests ensuring work is completed within the agreed HR SLA 8. Assist in the administrative and data aspects with short-term projects as required by the HR Advisor to support continuous improvement and new way of working initiatives. 9. Provide cover for appropriate administrative tasks within the HR Assist team, as and when required. 10. Provide general administrative support to other staff within HR Assist and provide resilience to other areas within People Solutions and Experience as required. |
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| The postholder’s work activities are generated from calls logged through Service Now and telephone enquiries and through regular discussion with the HR Officers and guided by the HR Advisor. The post-holder identifies the main areas requiring attention on a day-to-day basis and prioritises work accordingly, using their initiative, seeking guidance from HR Advisor, if required.  The post-holder will follow NSS and HR administration procedures and advice and guidance is available from the HR Advisor, if required.  The post-holder is expected to continuously review his/her own work to ensure satisfactory standards are maintained. The post-holder is expected to anticipate, resolve and take the decision to escalate problems arising from day to day work. Work is appraised and reviewed by the line manager on an on-going basis.  The postholder will agree their objectives and personal development plan with the HR Advisor and will participate in mid-year and annual performance review meetings throughout the year and in line with the NSS Performance Review/Appraisal process. |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** Skills  * Provides clarity on a wide range of HR administration and system tasks such as the recording of Fit Notes, Parental Leave queries, Records of Discussions, loss of access to Turas and eESS. * Provides, receives and understands information in relation to aspects of the employee lifecycle and personal records. * Communicates information with at all levels and, signposting staff to HR Connect, providing support in the use of the Notification of Change Portal, liaising with payroll to ensure eESS updates/changes have been received through the worklist. * Demonstrates good interpersonal skills when dealing with a range of customers at all levels within NSS and PHS. * Strong customer focus and a solutions based approach. |
| RelationshipsInternal The post-holder will work with members of staff across the various groups within NSS/HR, and as such verbal communication and good interpersonal skills are essential.  There is also face-to-face communication, email, and telephone contact with all areas and levels within HR and also regular contact with various departments within NSS e.g. Payroll, DaS. The postholder is required to develop ongoing robust working relationships with a variety of internal roles.  Engagement and effective communication is key with a range of stakeholders from across NSS and PHS raising queries into the HR Call logging system or directly calling into HR Assist. Communications are carried out via Teams, telephone, email, and on occasion postal mail. The post-holder will be expected to uphold NSS’s code of conduct in relation to Values and Behaviours. **External**  Public Health Scotland – in deliver of an HR Assist administrative service as part of the NSS HR shared service provision to Public Health Scotland.  General public – managing and triaging calls received from external contacts into HR |

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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Managing conflicting priorities to meet tight deadlines in a fast-paced, challenging, customer facing environment.  Dealing with varying demands of work requirements driven by different prioritisations and responses to customer needs. Ensuring a professional, customer focussed approach, especially when faced with frustrated customers Accurately working with large volumes of data across multiple system screens to update personal records. |

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| **10. SYSTEMS** |
| The post-holder will be required to maintain electronic data and manual filing systems in accordance with NSS Record Management BCS procedures.   * Efficient use of Microsoft Office Professional software - Word, Excel, Access, PowerPoint, Outlook etc. in order to:   + Create and maintain efficient filing and retrieval system, both paper based and electronic;   + Efficiently manage Microsoft Outlook. * Various NSS systems e.g. HR Service Now, Electronic Employee Support System (eESS), e Forms portal etc. * Efficient use and updating of the internal HR portal, called HR Connect |

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| 1. **PHYSICAL, MENTAL, EMOTIONAL EFFORT**  Physical EffortDaily requirement for sitting/inputting/working at workstation for substantial periods of time 4 -5 hrs (i.e. the majority of the work day) with appropriate VDU breaks.Standard keyboard skillsMental Effort  * Concentration and attention to detail is required when transferring large amounts of personal data from excel to eESS personal records, ensuring the accurate processing of information. * There is a requirement to remain alert for extended periods of time to update systems with differing information, to check documents and to respond to queries from colleagues and business users. * There is unpredictability in this role requiring flexibility to respond to requirements from other team members / HR Advisor to support and deliver immediate urgent work requirements. * Concentration is required when comprehending and understanding business users requests on terms and conditions of service and procedures in relation to specific HR administrative queries/issues. * Postholder has to deal with frequent interruptions via Teams, phone calls from colleagues, staff and managers requesting HR administrative advice or assistance, e-mails, etc. which can mean alternating from task to task depending on nature and importance. |
| Emotional Effort  * The nature and demands of the work into HR Assist means the jobholder will find that at certain times demands placed on them will be within tight timescales and could cause a degree of pressure. * May on occasion have contact with staff who become aggressive or abusive – for example, frustration at a loss of access to systems, or perceived drawn-out processes. |

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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Postholder is required to use VDU equipment throughout the day at work station. The post-holder works within an open plan office, with attendant background noise / distraction. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  **Qualification**   * The post holder should be educated to NVQ level 3 or equivalent   **Experience**   * Experience in data and systems administration support within a customer service environment.   **Knowledge and Skills**   * Effective communication and interpersonal skills, with a strong focus on the customer and providing great customer service. * Demonstrate strong inter-personal skills with ability to be tactful and diplomatic in their approach if dealing with sensitive personnel matters. * A strong team player, with the ability to work on own initiative and prioritise own workload to cope effectively with competing demands. * Evidence of good organisational and time management skills. * Competent on a range of software packages including Microsoft Word, Excel and email systems and should also have knowledge of HR software tools. * The post holder should demonstrate a commitment to personal development through participating in short courses or where appropriate more formal training opportunities to improve their skills. For example, if appropriate work towards the appropriate level of SVQ. | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | | | |
| Postholder Signature: | |  | Date: |  |  | |
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| Postholder Print: | |  |  |  |  | |
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| Manager Signature: | |  | Date: |  |  | |
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| Manager Title: | |  |  | | | |
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