



Star

## **STAR ACADEMIES**

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### **HR SUPPORT ASSISTANT**

#### **JOB DESCRIPTION**

##### **JOB PURPOSE**

To provide human resources transactional and administrative support in a timely and accurate manner, within the guidelines of the People and Wellbeing annual plan and service standards.

##### **JOB SUMMARY**

1. Provide a first-class recruitment advertising and onboarding service to the trust.
2. Administer the creation of and variation to contracts of employment.
3. Maintain the integrity and accuracy of data within the core trust HR system (iTrent) and other digital people systems.
4. Provide support in line with agreed service standards, statutory requirements and Star Academies policy.
5. Support the continual improvement of processes within the People and Wellbeing Team.

##### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES**

###### **1 Providing a Trust-Wide HR Operations Support Service**

- 1.1 Support trust establishments in the raising of job vacancy requisitions where required.
- 1.2 Administer the advertising of job vacancies via the trust applicant tracking system (currently Jobtrain) and other approved jobs boards.
- 1.3 Support the onboarding of Star Academies employees.
- 1.4 Ensure the accurate generation and distribution of contracts of employment across the trust.
- 1.5 Prepare amendments/variations to contracts.
- 1.6 Ensure that all correspondence and documents created are retained in line with operational guidelines.
- 1.7 Set up joiners and leavers on the core HR System (currently iTrent) as and when required.
- 1.8 Administer the Company Benefit schemes for joiners, leavers and current staff on the required benefit digital platforms.
- 1.9 Maintain the integrity of trust people systems, ensuring:
  - i. System structures are maintained.
  - ii. Security profiles, workflows and system settings are accurately created and maintained.
  - iii. System templates and documentation are kept up to date and within the trust brand.
  - iv. Data cleanses are implemented on a regular and scheduled basis as directed.
- 1.10 Support wider people projects as and when required.

## **2 Delivering Excellent Customer Service**

- 2.1 Build productive working relationships with Star establishments and Star Central colleagues.
- 2.2 Respond to support request calls and emails in a professional and efficient manner, ensuring that all enquiries are dealt with and responded to within agreed timescales.
- 2.3 Ensure that all Star Central HR Support responsibilities and all assigned support requests are performed in a timely and accurate manner and in line with agreed service standards.
- 2.4 Ensure all aspects of data protection and confidentiality are maintained at all times.
- 2.5 Provide administrative support to the People and Wellbeing Team, including filing, archiving, minuting meetings etc.

## **3 Supporting a Digital-First Culture**

- 3.1 Support the continuous development of Star's people systems and digital platforms.
- 3.2 Act as 'System Champion' for the trust people systems, providing timely and appropriate support to system users within Star establishments.
- 3.3 Contribute to the review and development of people systems user guides and supporting documentation.
- 3.4 Support the delivery of an ongoing programme of training to ensure that system users have the required skills, knowledge and motivation to effectively deliver agreed people processes and procedures.

## **4 Driving Improvement**

- 4.1 Keep abreast of the latest developments in people systems capability and functionality, HR policy and processes and data protection and GDPR regulations.
- 4.2 Support evaluation and audit processes designed to drive improvement and maintain data integrity.
- 4.3 Undertake management information and reporting requests in line with agreed timescales and schedule.
- 4.4 Support the collation and reporting of key performance metrics associated with the HR support service.

## **5 Other Responsibilities**

- 5.1 Promote the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders.
- 5.2 Champion the Trust's values of 'Service', 'Teamwork', 'Ambition' and 'Respect'.
- 5.3 Contribute to the wider life of the Trust and the Star community.
- 5.4 Carry out any such duties as may be reasonably required by the Trust.

## **6 Records Management**

- 6.1 All staff who create, receive, and use records in the course of their job are responsible for ensuring that records are managed appropriately. It is therefore likely that this post-holder will have responsibility for record-keeping as part of the role. Employees are required to be conversant with the Trust's policies and procedures on records management.

*This appointment is with Star Academies. The job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only and may be reviewed in negotiation with the employee in the future. The appointment is subject to the terms and conditions outlined in the 'Star Academies Contract'.*



Star

## STAR ACADEMIES

*Nurturing Today's Young People, Inspiring Tomorrow's Leaders*

### PERSON SPECIFICATION

No	CATEGORIES	Essential/ Desirable	Assessed by:	
			App Form	Interview/ Task
<b>QUALIFICATIONS</b>				
1.	5 GCSEs at Grade 5/C or above, including English and Maths.	<b>E</b>	✓	
2.	3 A-Levels at Grade C or above or equivalent (BTECs).	<b>D</b>		
3.	Evidence of Continuous Professional Development.	<b>D</b>	✓	✓
<b>EXPERIENCE</b>				
4.	Experience of working in an administration role or similar.	<b>E</b>	✓	✓
5.	Experience of working with databases and management information systems.	<b>E</b>	✓	✓
6.	Experience of generating, collating and providing timely and accurate management information.	<b>D</b>	✓	✓
7.	Experience of building strong relationships with stakeholders at all levels and delivering exceptional customer service.	<b>E</b>	✓	✓
8.	Experience of supporting and advising system users on processes and/or procedures.	<b>D</b>	✓	✓
9.	Experience of interpreting and interrogating data to identify potential errors or inconsistencies.	<b>D</b>	✓	✓
10.	Experience of working with Applicant Tracking Systems.	<b>D</b>	✓	✓
11.	Experience of working with iTrent.	<b>D</b>	✓	✓
<b>ABILITIES, SKILLS AND KNOWLEDGE</b>				
12.	Strong administration skills.	<b>E</b>	✓	✓
13.	Excellent IT skills, with an aptitude for systems working.	<b>E</b>	✓	✓
14.	Strong communication skills, both written and verbal.	<b>E</b>	✓	✓
15.	Ability to accurately input, update and maintain systems.	<b>E</b>	✓	✓

			Assessed by:	
No	CATEGORIES	Essential/ Desirable	App Form	Interview/ Task
16.	Good understanding the requirements for dealing with sensitive and confidential data.	E	✓	✓
17.	Ability to manage, prioritise and respond to high volumes of queries and requests for administration / systems advice and support in a calm and organised manner.	E	✓	✓
18.	The ability to work accurately, with attention to detail.	E	✓	✓
19.	The ability to work collaboratively as part of a team and also with other departments in a pressured working environment.	E	✓	✓
20.	The ability to plan and organise work so that deadlines, targets and standards are met.	E	✓	✓
21.	Knowledge of Safer Recruitment Practices and pre-employment checks in the schools sector.	D	✓	✓
<b>PERSONAL QUALITIES</b>				
22.	Highly organised.	E	✓	✓
23.	Professional work ethic.	E	✓	✓
24.	The flexibility and willingness to learn.	E	✓	✓
25.	A passionate belief in the Trust's vision of 'nurturing today's young people, inspiring tomorrow's leaders'.	E	✓	✓
26.	A strong commitment to the Trust value of 'Service'.	E	✓	✓
27.	A strong commitment to the Trust value of 'Teamwork'.	E	✓	✓
28.	A strong commitment to the Trust value of 'Ambition'.	E	✓	✓
29.	A strong commitment to the Trust value of 'Respect'.	E	✓	✓
30.	Commitment to support Star Academies' agenda for safeguarding and equality and diversity.	E	✓	✓
31.	Sympathetic to and supportive of the Mixed Multi-Academy Trust Model and ethos of the Establishment.	E	✓	✓