

HR Systems Administrator Apprentice L3

Job Description

General Purpose of Job:

The postholder will support the HR Systems Specialist in delivering exceptional customer service. The primary focus will be maintaining and updating the Trust's Payroll/HR core iTrent system and supporting its multiple modules for both the HR team and its users (1660 employees), ensuring they are always accurate and up to date. This apprenticeship offers an excellent opportunity to gain hands-on experience in technical platform management and to provide general HR administration support, as required.

The postholder will be required to undertake a variety of administrative duties both independently and under supervision.

Functional Links

The postholder will liaise with the Human Resources Team, Payroll and the MIS team, as well as College/Academy and affiliate staff, and will be required to maintain the high standards of the College and OHCAT.

Reporting Relationships

The postholder will report to the HR Project Officer and will have a strong working relationship with the HR Systems Specialist.

Duties and Responsibilities:

This is a great opportunity to work and learn from a professional and diverse HR team, as well as working closely with the Payroll team.

HR System Administration

- Assist the HR Systems Specialist to maintain the iTrent core system and its multiple portals, ensuring all data and documentation are accurate and available for our users.
- Act as the first point of contact for iTrent user queries ie setting up and managing user accounts, security permissions and access rights.
- Create and update employee working patterns.
- Build and run key HR reports for line managers (to include headcount, sickness absence).

- Assist the team implementing improvements to enhance user experience.
- Learn the essentials for data conversion and data upload into iTrent.
- Assist with the testing and launch of iTrent's multiple modules.
- Update pay tables for the annual cost of living pay increases.
- Review the iTrent upgrade documents and inform key managers responsible for each module of any updates, and assist with the upgrades as required
- Ensure consistent communication with users through the portals, including updates on service delivery, job completion and feedback.
- Participate in team meetings and contribute ideas to enhance both user satisfaction and the functionality of the portals.

HR Administration

- To assist with pre-employment checks as requested and in accordance with statutory guidance *Keeping Children Safe in Education* and *OHC&AT's Recruitment & Selection Procedure*, with regard to Right to Work checks, DBS, references, qualifications checks, medical checks, social media checks and overseas police checks, etc.
- Add new starters, leavers contractual changes, maternity, paternity, absence, annual leave to the iTrent core system within given deadlines. Calculate any additional payments / allowances as appropriate.
- Preparation of employment contracts, changes to employment terms and conditions letters, ensuring they are accurate and issued in a timely manner.
- Assisting with DBS renewal checks for existing employees.
- Supporting recruitment activities, such as interview invitations and scheduling, reference checks, preparing conditional offer letters, and placing job advertisements.
- To assist in maintaining Single Central Records for all establishments and undertaking training to enable safe recruitment of staff. This includes compliance checks for agency staff across OHC&AT.

General duties

- Provide and promote HR service excellence and foster effective teamwork and business relationships.
- To communicate sensitively with a wide range of people, including colleagues, students (who may communicate through challenging behaviour), external contacts and the public.

- To maintain information in a confidential manner, following data protection regulations and ensuring the HR operational team and personnel files and recruitment records are GDPR compliant.
- To maintain and apply an up-to-date knowledge of terms and conditions of employment for Lecturers, School Teachers, Managers, Single Status staff and others as required.
- Supporting all aspects of Child Protection and Safeguarding of Vulnerable Adults.
- Promoting the Equality and Diversity policy in all areas of work.
- Supporting Health, Safety and Wellbeing within the workplace.
- To undertake Continuing Professional Development (CPD) and training to update own skills and knowledge.
- To carry out all duties in accordance with College, OHCAT and affiliate policies, including the Equality and Diversity Policy, Safeguarding policies and Health and Safety Policy.
- To carry out other such similar duties that may be reasonably required by the Director of HR, Head of HR Operations, HR Project Officer and HR Systems Specialist.

Other

- Support will be offered off site / on site to fulfil the requirements of the Apprenticeship scheme.
- Comprehensive training and mentorship will be provided in technical portal management allowing you to develop the expertise needed to excel in this role.
- Opportunity to gain practical experience in a growing organisation.
- Access to company resources, systems, and tools to aid your professional development.
- A supportive, collaborative work environment with opportunities for learning and growth.
- This job description is not exhaustive and is subject to change.

HR Systems Administrator Apprentice L3

Area	Requirement	Essential/Desirable
Academic	Ability to meet the entry requirements of the Level 3 apprentice course attached to this apprenticeship and to attend and undertake the studying and course work required to complete the course	Essential
	Educated to at least GCSE standard, with five passes at Grade C (or equivalent) including English and Mathematics	Essential
Abilities, Skills and Knowledge	Good IT skills; ability to use Microsoft Office packages including Word, Excel and Outlook	Essential
	A strong and genuine interest in technology, particularly in managing and updating online platforms or systems and resolving technical queries.	Essential
	Basic understanding of IT systems, software and digital platforms, (with experience with CRM or service management systems is a plus).	Essential
	Excellent communication skills, both written and verbal, with the ability to provide clear and concise instructions to users.	Essential
	Attention to detail and high level of accuracy, particularly when managing and updating information on multiple platforms.	Essential
	Ability to prioritise workload and meet deadlines in a busy environment.	Essential
	Good problem-solving skills, particularly in relation to technical issues and customer interactions.	Essential
	Strong team player who can work collaboratively with colleagues across departments.	Essential
	A friendly manner and positive attitude, with a willingness to learn and adapt to new challenges.	Essential
	A keen willingness to learn, with a focus on developing both technical and customer service skills.	Essential
	Able to adhere to OHC&AT's Equality and Diversity, Safeguarding of Children and Vulnerable Adults, and Health and Safety Policies	Essential