

Job Title:	HR Administration Team Leader (Volunteers)		
Reporting to:	HR Administration Manager	Job Band:	Band 5
Direct Reports:	9	Size of Team:	50

Working as part of a central administration team, the HR Administration Team Leader's main area of responsibility is to provide efficient first line administrative support to SJA volunteers as well as lead, and motivate a team of HR administrators to deliver excellent service to internal customers in line with our core values. The HR Administration Team Leader (Volunteers) will ensure that administration of volunteer's records is dealt with in an efficient, accurate and timely manner. Key duties will include recruitment administration, collation of personal documentation, maintaining records and liaising with employees, volunteers and management regarding queries and issues.

Key Responsibilities

- Provide efficient HR administrative support to volunteers, employees and managers.
- Ensure records in HR system are accurate, complete and up to date, and that paper files are maintained in line with SJA policy and where necessary provide information to external inspectors eg CQC, ISO, Ofsted.
- Provide a proactive and responsive approach in supporting the administration of our volunteer journey processes, such as recruitment, recognition and reviews. Participate in the recruitment, selection and induction of the Employee HR administration team.
- Take ownership to resolve escalated volunteer queries, maintaining a high level of customer service.
- Respond to volunteer recruitment enquiries in a timely and helpful manner.
- Support the HR Administration Manager in improving processes and service delivery for SJA customers.
- Ensure that performance management including PDRs and learning and development activities are effective and in line with SJA's culture and values.
- Monitor and evaluate personal and team performance against KPIs/objectives.
- Ensure efficient collation and production of volunteer service awards and hours certificates
- Provide an effective HR service to internal stakeholders and manage the volunteering HR inbox to ensure that queries and requests are dealt with accurately and efficiently, maintaining quality service levels.
- Motivate and lead a team of HR Administrators to effectively deliver a quality volunteer HR administration service to internal and external stakeholders.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

You will

- Be able to work on your own initiative
- Have willingness to learn and adapt new skills
- Be willing to work flexible hours when required
- Embrace change and adopt new methods of working



BE PART OF A LIFE SAVING TEAM



Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
5 GCSE's or equivalent at Grade C or above including Maths and English	✓	
Further or higher education or equivalent		✓
Experience		
Experience of working in a HR administration environment	✓	
Proven track record of delivering quality service	✓	
Experience of leading, coaching & motivating an administration team	✓	
Experience of a working in a customer focused environment	✓	
	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to prioritise tasks and workload	✓	
Ability to analyse data	✓	
Team building skills	✓	
Ability to use IT office applications at intermediate level	✓	
Ability to work as part of a team and on own initiative	✓	
	✓	
	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HR

Date of preparation: 30/10/2017