



# Information for applicants

**HUMAN RESOURCES (HR)  
ADMINISTRATOR**

**SCARBOROUGH, YORK, HULL**



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## 1. Background

Haxby Group is a high-quality, community-based healthcare organisation, with general practice at its heart. We deliver exceptional care from 13 GP surgeries across York, Scarborough, and Hull, serving more than 92,000 patients. Haxby Group has been rated outstanding by the Care Quality Commission (CQC) in York and Hull. It has been rated as Good in Scarborough.

We are dedicated to improving the health of the communities we serve and have an innovative approach to ensuring we provide outstanding care. We are actively involved in research projects with the aim of improving patient care, and our digital-first ethos has contributed to reducing waiting times for access to services.

Our large and diverse team of Doctors, Nurses and Advanced Practitioners have decades of expertise, providing a range of care in a safe, friendly environment, with support from highly experienced Health Care Assistants, Clinical Pharmacists, and other non-GP clinicians. Supporting the patients and our clinical team are the large front of house and back-office teams ranging from Patient Services, Care Navigators, Clinical Administration Support and more.

Alongside the full range of NHS GP services, we provide minor surgery, vasectomies, and contraceptive procedures as well as providing some non-NHS services.

As the host for the Workforce and Training hub in Humber North Yorkshire, we offer training services through Haxby Group Training. We are committed to training all our staff, from Clinical Administration and Call Handlers, through to our Nursing team, and including all stages of undergraduate and postgraduate medical education. As a Primary Care Training and Workforce Hub in Humber Coast and Vale, we also provide support for a growing network of local practices, co-ordinating local schemes on behalf of Health Education England.

We have a clear mission statement of "putting our patients and our people first" and we achieve this by applying our company values as below:

### P<sup>3</sup>RIDE<sup>2</sup>

- **Professionalism** – To act with professional integrity at all times
- **Patients** – To include a patients' perspective in clinical and practice related decisions
- **Progress** – To focus on organisational development and growth
- **Relishing Diversity** – To embrace the diversity and talent within the organisation
- **Inclusivity** – To value the strengths of the entire team
- **Development & Learning** – To hold education and development central to all we do
- **Equilibrium** – To strive for balance – professionally, personally, organisationally
- **Each Other** – To value your colleagues and try to see more than one perspective

More information can be found at [www.haxbygroup.co.uk](http://www.haxbygroup.co.uk)



## 2. Job Description

**Job Title:** HUMAN RESOURCE (HR) ADMINISTRATOR

**Reports to:** HUMAN RESOURCE MANAGER

**Structure:**

HR Manager > Head of HR Operations > Director of Workforce > Partners

### Job Summary:

You will work under the indirect supervision of the Director of Workforce and undertake tasks and duties delegated by the Head of HR Operations and HR Manager following policy and procedures. You will support and assist the Partners and Management team in the provision of effective and compassionate people management across all establishments.

The duties and responsibilities to be undertaken by members of the Human Resources Team may include any or all of the items in the following list. Duties may be varied from time to time under the direction of HR Management, dependent on current and evolving Practice workload and staffing levels.

You will be responsible for assisting the Head of HR Operations in delivering efficient administrative support that facilitates the smooth running of the HR Department, contributing to the wider organisation. You will aid employees and managers with a range of HR Tasks and advise on policies and procedures within your scope.

### Duties and Responsibilities:

You must work at all times within your own competence and use your own judgement, knowledge, and common sense in your day-to-day activities.

- Undertake a range of recruitment duties including collating application forms for short-listing, sending out interview offers, preparing for interviews, requesting employment references, and sending offer of employment letters to successful candidates.
- You will participate in the interview process ensuring to adhere to organisational policies and best practice.
- Ensure the appropriate pre-employment checks are made for all prospective employees, which will include Occupational Health, Disclosure Barring Service clearance and professional registration. This will involve distributing the appropriate documentation to prospective employees and chasing up the return of these forms prior to individuals commencing employment.



- Assist with the employee life cycle, including responding to flexible working requests etc.
- Assist in the employee departure process, including responding to resignation letters and assisting with reference requests.
- Provide cover for the HR Managers which includes providing a reception service covering both telephone enquiries and greeting visitors to the HR department.
- Be a point of contact for managers, team leaders, employees, and members of the public, giving appropriate advice and answering a range of queries. This may include current status of advertised jobs, the administrative arrangements for the recruitment and selection process, basic advice on pay and terms & conditions of service e.g. annual leave entitlements.
- Undertake a range of HR health and safety risk assessments with employees, ensuring to feedback to the HR Manager and Line Manager as required.
- Assist the HR Manager in maintaining and updating electronic HR records. This will include inputting new starters, leavers, changes of address, working hours etc in a timely and accurate manner on to the HR systems and sending the appropriate information to the payroll team.
- Assist with the monthly payroll amendments process.
- Assist in the setting up of meetings and collating appropriate documentation as required.
- Assist the Head of HR Operations and HR Manager in producing various workforce information reports as required such as recruitment, absenteeism, and turnover.
- Operate as a team player to ensure that knowledge, information, and research are shared to enable the HR team to develop and provide a consistently high quality, cohesive, professional, and proactive service.
- Ensure that the practice telephones are answered according to the telephone guidance and that messages are forwarded to the appropriate person accurately and in a timely manner.
- Assist the Partners with the collation and signing of partnership documents.
- Ensure that the current filing system and online HR system is kept up to date.
- Undertake photocopying/scanning. At certain times this can be volume photocopying/scanning.

### **Business responsibilities:**

- Assist with the gathering of statistics and information when required.
- Undertake specific assigned tasks, project support or development which may arise from time to time.
- Maintain accurate and complete documentation and records utilising I.T. as appropriate and in accordance with Haxby Group protocol.
- Follow agreed protocols, referring to senior people for guidance.
- Demonstrate pro-active engagement with the practice population and wider community to promote an uptake of services.



- Maintain the ethos and culture of Haxby Group.
- Positively promote Haxby Group.
- Ensure rationalisation of resources.
- To assist in enhanced and extended services to grow the professional offerings of the business.
- Attend in-house governance, educational and staff meetings as appropriate.
- To help plan, develop and support the introduction of new working processes to optimise quality.
- Train staff to attain optimum performance.
- To build and maintain relationships with other healthcare professionals, including GPs, GP surgery personnel, care home personnel, CCG personnel etc.
- Behave in a professional manner at all times.

### **Safeguarding:**

- Be responsible for and committed to safeguarding and promoting the welfare of Adults-at-risk (vulnerable adults), children and young people and for ensuring that they are protected from harm.
- Be aware of your duties and responsibilities regarding current legislation and adhere to our policies and procedures on Child Protection and Safeguarding Adults.
- Recognise the types and signs of abuse and neglect.
- Ensure the Safeguarding Lead is alerted to, and kept fully informed of, any concerns you may have in relation to safeguarding adults, children and young people in a timely manner.
- Stay up to date with safeguarding training requirements as per business guidelines and professional registrations etc.

### **Learning and development:**

You will participate in any training programme implemented by Haxby Group as part of this employment, such training to include:

- Participation in individual performance reviews, including maintaining a record of own personal and/or professional development.
- Working in conjunction with senior management, assess own learning needs and undertake learning as appropriate.
- Develop and utilise a written Personal Development Plan.
- Make effective use of learning opportunities within and outside the workplace, evaluating their effectiveness and feeding back relevant information.
- Disseminate learning and information gained to other team members in order to share good practice and inform others about current and future developments.
- Undertake mandatory and statutory training as required.



- Share administrative duties in order to refer patients through to other services including secondary care

### **Team working:**

- Assist and support your line manager to provide a quality service.
- Provide cover for members of your team during periods of sickness and annual leave.
- Support and facilitate change as requested.
- Undertake additional tasks as required within your general role.
- Understand own role and scope in the organisation and identify how this may develop over time.
- Work as an effective and responsible team member, supporting others and exploring the mechanisms to develop new ways of working.
- Accept delegation from senior staff, prioritise own workload and ensure effective time management strategies are embedded in own practice.
- Participate in team activities that create opportunities to improve customer care.
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance.
- Participate and support local projects as agreed with the management team.
- Delegate clearly and appropriately, adopting the principles of safe practice and assessment of competence of those taking on delegated duties.

### **Confidentiality:**

- In the course of seeking treatment, customers entrust us with, or allow us to gather, sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.
- In the performance of the duties outlined in this Job Description, you may have access to confidential information relating to customers and their carers, Haxby Group staff and other healthcare workers. You may also have access to information relating to Haxby Group as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to customers, carers, colleagues, other healthcare workers or the business of Haxby Group may only be divulged to authorised persons in accordance with Haxby Group policies and procedures relating to confidentiality and the protection of personal and sensitive data.

### **Health & Safety:**

You will assist in promoting and maintaining their own and others' health, safety and security as defined in Haxby Group Health & Safety Policy, to include:



- Using personal security systems within the workplace according to guidelines.
- Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks.
- Making effective use of training to update knowledge and skills.
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.
- Reporting potential risks identified.

### **Equality and Diversity:**

You will support the equality, diversity and rights of customers, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with Haxby Group procedures and policies, and current legislation.
- Respecting the privacy, dignity, needs and beliefs of customers, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

### **Quality:**

The post-holder will strive to maintain quality within Haxby Group, and will:

- Alert other team members to issues of quality and risk.
- Assess own performance and take accountability for own actions, either directly or under supervision.
- Effectively manage own time, workload and resources.
- Work within own limitations and experience.
- Be aware of and co-operate with audit.
- Contribute to the achievement of the highest possible quality standards such as the QOF.
- Proactively initiate quality improvement projects.
- Work with the Registered Manager to ensure the organisation achieves the required CQC standards.
- Work effectively with individuals in other agencies to meet patient's needs.
- Portray a professional image at all times.

### **Communication:**

The post-holder should recognise the importance of effective communication within the team and will strive to:





- Communicate effectively with other team members.
- Communicate effectively with customers and carers.
- Recognise people's needs for alternative methods of communication and respond accordingly.

**Other:**

This job description is neither exhaustive nor exclusive and will be reviewed periodically in conjunction with you. Your job title and job description may be amended by the Director of Workforce/Partners, including any additional duties that may be required. You will need to be flexible in developing the role to provide the best possible care to patients.



### 3. Person Specification

	Essential	Desirable
<b>Physical Requirements</b>	Able to undertake the requirements of the post.	
<b>Qualifications, and experience</b>	<p>A good level of formal education including GCSE Maths and English at level 4-9 (C-A*).</p> <p>Experience of working with IT and Microsoft packages including word, excel and power point and databases.</p> <p>Some relevant experience in an office environment.</p> <p>Understand and observe strict confidentiality.</p>	<p>Experience of working within an Human Resources administration role.</p> <p>A Business Administration or Customer Service qualification.</p>
<b>Skills</b>	<p>Effective communication skills i.e., verbal, and non-verbal, listening, giving and receiving feedback, ability to empathise, ability to adapt communication style according to people's needs.</p> <p>Customer service skills, e.g. communication, problem solving to facilitate working relationships with employees and external individuals.</p> <p>Organisation and time management skills, in order to meet deadlines and ensure work is managed in a timely manner.</p> <p>Work well under pressure, e.g. prioritise tasks to achieve deadlines.</p>	<p>Problem solving skills/ability to think of suitable solutions to day-to-day problems that may arise.</p>



	<p>Ability to use initiative and work autonomously.</p> <p>Understanding of, and commitment to, equality, diversity, and inclusion.</p>	
<b>Personal qualities and attributes</b>	<p>A desire to work in a HR Administration role.</p> <p>A supportive, adaptable, and flexible team member.</p> <p>Be self-motivated and enthusiastic.</p> <p>Highly motivated and reliable.</p> <p>Commitment to personal development.</p> <p>Manage own time and workload well.</p>	<p>Ability to encourage ideas, initiative, and innovation in others.</p>
<b>Other</b>	<p>Able to work at the desired times.</p> <p>Good attendance record</p> <p>Car driver/clean licence due to frequent need to travel.</p>	<p>Flexibility of hours for cover.</p>

#### 4. Terms and Conditions

- Salary:** Salary starts at £12.00 per hour with possibility of pay progression subject to satisfactory reviews and personal development.
- Annual Holiday:** 25 days plus bank holidays (holiday entitlement will increase as a reward for loyalty and service).
- Training:** Induction training plus other annual training subject to an agreed personal development plan.



**Working hours** We are recruiting to a full-time position of 38 hours per week. Hybrid working for one day per week may be offered following successful training and probationary period.

Your working hours will be based around the opening times of Haxby Group which is 8 am to 8 pm Monday to Friday and 8.30 am to 1.00 pm on Saturday mornings.

The post-holders exact weekly hours will be agreed according to service and individual needs. To facilitate communication and training you will also be required to attend evening meetings, events and training that fall outside your normal working hours. These will be reimbursed as overtime paid at the normal hourly rate, or as time taken in lieu.

**Benefits:** We operate an optional contributory pension and benefits scheme.

The Well-being Simply Health plan will be offered after your probation period.

Other benefits include:

- Paid birthday day off.
- Uniform allowance.
- Full induction package with reviews.
- Annual reviews.
- Annual training day.
- Regular training and updates.
- Social functions.

## 5. Application

To apply you must complete an application form.

Human Resources contact details:

Address: HR Department, Haxby Group, 109-119 Front Street, Acomb, York, YO24 3BU.

Or E mail: [HR.Team@haxbygroup.co.uk](mailto:HR.Team@haxbygroup.co.uk) Tel: 01904 928077 / 789046

All applications will be acknowledged however previous applicants need not apply.

For more information regarding the post please contact the HR Team on the above numbers.