Job Description

# HR Administrator

**Grade:** 7

**Directorate:** Support Services

**Location:** Slimbridge

**Reporting to:** HR Operations Manager

**Main function of post:** To provide an efficient and professional comprehensive administrative support for the HR function, supporting delivery of the monthly payroll and provision of the recruitment administration service across WWT. Provide first point of contact and customer service for HR queries. Support continuous improvement within the HR function.

**Supervisory responsibilities:** None

## Responsibilities of the post

1. Take full responsibility for maintaining HR information records, to ensure that employee data is accurate and up-to-date at all times.

   The administration of the monthly payroll process ensuring accuracy of data and adherence to agreed timescales. Process monthly pension payments, BACS authorisation and facilitate audit and any other HRMC compliance processes required.

2. To be responsible for the administration of WWT's Recruitment & Selection process and Applicant Tracking System, to include supporting managers with job descriptions, adverts and advertising packages, dealing with applicant queries and ensuring that all candidates have an excellent experience.

3. To be responsible for all administration related to new employees, including contracts of employment and compliance with all employment requirements creating and maintaining employee records on the HR management system including the inputting of data for new starters, contract changes, leavers, absence and probationary reviews.

4. To support the optimization of our HR and recruitment systems to help maximise the benefit for both the HR team and WWT.

5. To be responsible for producing data reports, within timescales and as and when required, contributing to the development of information available for both internal and external customers.

6. To be responsible for managing the archiving of all relevant data, keeping the inventory up to date and accurate at all times.

7. To support HR Managers and Line Managers with confidential meetings through comprehensive note taking.

8. To be responsible for working within the WWT health and safety policy and guidelines ensuring that the health, safety and wellbeing of yourself and others is an integral part of how you work.

9. To be responsible for engaging with the WWT Sustainability Statement, being aware of negative environmental impacts and incorporating sustainable ways of working within your role.

10. To interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

11. To work alongside volunteers encouraging, developing and supporting them in their work for WWT, ensuring that they have a positive volunteering experience.

12. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the supervisor shown above, from time to time.

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**Date raised:** 2013 **Amended:** 2026

# Person Specification

## 1. Qualifications

***Essential:***

- Educated to GCSE level to include Maths and English or the equivalent

***Desirable:***

- CIPD level qualification

## 2. Experience

***Essential:***

- Previous experience of varied administration gained in an HR department
- Experience or competence in providing excellent internal customer service in a supportive and helpful manner
- Experience of dealing with information in a confidential manner
- Experience of computerised HR and/or payroll systems
- Highly proficient in MS Word, Excel and Outlook

***Desirable:***

- Experience in supporting the delivery of monthly payroll

## 3. Managerial & Supervisory

***Essential:***

- None

| Type of team member | Number managed (No. of direct reports) | Number supervised |
|---|---|---|
| Employed staff | 0 | 0 |
| Volunteers | 0 | 0 |
| Casual Workers | 0 | 0 |

## 4. Responsibility

***Essential:***

- To support the monthly payroll process, ensuring accuracy of data and that deadlines are met
- To manage the recruitment and selection process
- To deliver HR administration for the full employee lifecycle
- To ensure a great candidate experience throughout the recruitment process
- To ensure that all personal data in the HR systems and kept in paper format is accurate, up to date and is stored in a way that complies with data protection guidelines.
- To independently and effectively organize and manage, tasks, activities and small projects
- Ability to work on own initiative as well as supporting the wider team

***Levels of Responsibility:***

| **Type of Responsibility** | **Level (£'s)** |
|---|---|
| Income | n/a |
| Project Size (normally managed) | Small |
| Assets (required for job, exc. buildings) | £1000 |
| Visitors (number per annum) | N/A |

## 5. Creative Ability

***Essential:***

- To find creative solutions to problems whilst ensuring adherence to employment legislation and WWT policies
- Ability to be flexible and respond under pressure to fluctuating circumstances
- Ability to manage a diverse workload
- Confidence to challenge and offer potential solutions in order to promote continuous improvement
- A high level of accuracy and attention to detail

## 6. Contact

***Essential:***

- Excellent all round interpersonal and communication skills with a commitment to excellent customer service.
- Clear written communication skills, with the ability to produce correspondence and documents for a range of audiences.
- Confidence to deal with and influence a wide range of contacts at all levels within and outside of the organisation. For example Line managers, recruiters, HR system support, or project partners as appropriate.
- Embraces team working with an approachable, supportive and inclusive manner.

## General Notes

This position will from time to time require work during some evenings, weekends and public holidays to meet the needs of the post.