



Job Description

Human Resources Assistant

Directorate: Support Services

Location: Slimbridge

Reporting to: HR Operations Manager

Grade: 5

Main function of post: To provide efficient and professional general HR administration support to the HR team and deliver a high level of customer service for both internal and external customers.

Supervisory responsibilities: None

Responsibilities of the post

1. Maintain accurate and up-to-date employee records within the HR management system, ensuring data integrity and producing reports to support effective decision-making.
2. Provide efficient administrative support across payroll and recruitment processes and systems, ensuring accuracy, compliance and timely processing.
3. Support the HR team with administrative activity across the employee lifecycle, including onboarding, contractual changes, and general employment processes.
4. Ensure all work is carried out in line with WWT policies and procedures, including compliance with GDPR regulations and our Data Protection standards.
5. Interact positively with visitors, suppliers and supporters where required, contributing to WWT's mission to create meaningful connections with wetlands.
6. 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.
7. 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.

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.

Date raised: February 2017

Amended: March 2026

Person Specification

1. Qualifications

Essential:

- Educated to GCSE level (A – C) or equivalent to include Maths and English

2. Experience

Essential:

- Previous experience of working in a busy administrative role.
- Demonstrable administration skills including drafting correspondence and telephone skills
- Experience of dealing with information in a confidential manner
- Highly proficient in MS Word, Excel, and Outlook
- Experience of maintaining computer-based trackers, databases, and systems

Desirable:

- Experience of working with MS PowerPoint
- Experience of working within an HR department

3. Managerial & Supervisory

- This role does not have line management or supervisory responsibility.

4. Responsibility

Essential:

- Ensure that all HR data and information is accurate and up to date at all times
- Provide efficient and professional general HR administration support.
- Plan schedules and organise own workload on a day-to-day basis according to priorities.
- Ability to work on own initiative as well as supporting the wider team.
- Ensure a great candidate experience throughout the recruitment process.

Type of Responsibility	Level (£'s)
Budget Responsibility	N/a
Income	N/a
Project Size (normally managed)	N/a
Assets (required for job, exc. buildings)	£1,000
Visitors (number per annum)	N/a

5. Creative Ability

Essential:

- Ability to be flexible and respond under pressure to fluctuating circumstances.
- Ability to manage a diverse workload according to the needs of the team.
- Exceptional organisational and time management skills and a proactive approach to your work
- Confidence to challenge and offer potential solutions to promote continuous improvement.
- A high level of accuracy and attention to detail

6. Contact

Essential:

- Excellent all round interpersonal and communication skills
 - A commitment to excellent customer service
 - Confidence to deal with a wide range of contacts at all levels within and outside of the organisation.
 - Embraces teamwork and naturally works in an inclusive manner.
-

General Notes

The nature of this post encompasses access to personal data and confidential documentation means that a high degree of personal integrity and discretion is always required