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| Culture Coventry Logo RGB (2)  **Culture Coventry** | |
| **JOB DESCRIPTION** | |
| **Post Title:** | **HR Administrator & PA to CEO** |
| **Department:** | **HR** |
| **Reports To:** | **HR Manager** |
| **Job Purpose:** | * To provide a high quality and highly confidential, proactive and comprehensive administrative support to:   + the HR manager and to internal and external customers, acting as a first point of contact for HR enquiries, and   + the CEO and Senior Leadership Team (SLT). * To be an ambassador of Culture Coventry’s vision through positive engagement with visitors, ensuring they gain a full appreciation and enjoyment of Coventry’s rich history through our collections. * To work collectively and collaboratively with the local community, visitors, volunteers and other key stakeholders to ensure all our sites are key lifelong and creative learning establishments. |
| **Primary Responsibilities:** | **HR Administration**   * To administer the starter and leaver processes including all documentation and induction processes, including Right to Work in the UK checks, DBS checks. * To support the HR Manager with recruitment administration to include: managing candidate correspondence, obtaining references, arranging interviews in liaision with Line Managers and acting as a point of contact for candidates during the selection process. * Maintain and update electronic and hard copy personnel record systems containing all employment related information including absence, annual leave, starters and leavers, benefits and equality and diversity. * Manage training administration to include: sourcing and liaising with suitable training providers, booking rooms, co-ordinating with attendess, and updating training records. * Prepare the monthly payroll adjustments each month to include sickness absence reporting to the payroll provider. * Provide pension administration support to the Financial Controller and HR Manager. * To prepare all letters and contracts for any changes to employees terms and conditions e.g. flexible working etc. and ensure associated payroll processes are completed. * To handle maternity, paternity, shared parental leave administration processes and ensure associated payroll processes are completed. * Maintain the employee and casual worker database and support the implementation of any HR or payroll systems. * To prepare monthly HR statistics for inclusion into monthly management reports and maintain these accordingly. * Handle all initial internal and external HR enquiries, signposting onwards as appropriate. * To provide note taking support to the HR Manager and Line Managers at investigation and formal HR meetings. * In the absence of the HR Manager, to escalate issues of concern to the CEO and/or Employment Solictor.   **PA Support for the CEO & Senior Leadership Team**  **Diary Management & Meetings**   * Diary management and co-ordination, including liaising with other senior leaders to book appointments and meetings, planning itineraries and making decisions regarding effective scheduling and travel arrangements. * Ensure all Culture Coventry events and exhibitions are scheduled in the CEO calendar. * Co-ordinate holiday and absence requests for the SLT and update CEO calendar. * Prioritise and schedule meetings for and on behalf of the CEO & SLT, inviting attendees, issuing agendas and supporting papers. * Take minutes, produce and distribute within agreed timescales, following up on actions if requested, or type up notes taken by the SLT from meetings. * Maintain and update the internal booking system for colleagues to include event details and room booking information.   **Emails and Correspondence**   * Handle as appropriate requests via emails and letters to the CEO and SLT. * Read emails and correspondence and filter, prioritise and action as appropriate. Print email attachments and highlight urgent emails and correspondence for the CEO & other members of the SLT as and when required. * Respond to routine requests and correspondence, drafting more complex correspondence for approval or referring requests as appropriate. * Initiate and track follow up actions to emails and correspondence. * Produce high quality correspondence for the CEO and SLT as required, ensuring that letters, documents, reports, presentations etc. are accurate, well presented and are within Culture Coventry branding guidelines. * Type confidential meeting notes, emails, proposals, presentations and tenders as directed by CEO.   **General Administration**   * Answer any enquiries for the museum promptly and in a friendly, professional and courteous manner ensuring all enquiries are signposted to the correct team member appropriately. * Maintain stationery supplies for Coventry Transport Museum, ensuring purchase orders are raised appropriately. * Open, date stamp and distribute all post, magazine subscriptions etc. received at Coventry Transport Museum. * Maintain and replenish postage stamp stocks, taking responsibility for any outward post; ensure it is sent out in a timely manner, both internal and external, this may involve visiting the main Post Office for any special or signed for deliveries. * Be responsible for the upkeep and maintenance of the photocopier and its supplies. * Process and record purchases on the company credit card by the CEO/SLT and raise covering PO. * Raise any Purchase Orders on behalf of the CEO and SLT and ensure they are coded and signed off appropriately and forward to the finance team. * Receive visitors and arrange hospitality, ensuring all visitors are signed in correctly and security passes organized and appropriate refreshments are provided. * Carry out any specific projects/research as required from time to time. * To demonstrate the Trust’s values and behaviours at all times to ensure we treat each other and our customers with dignity and care. * To work collaboratively with colleagues across all sites to foster a professional and supportive environment that clearly shows we are united. * To take pride and ownership in setting new standards and new ways of working that support and increase and build our resilience as business for the future. * To support the delivery of the Trust’s financial objectives and growth agenda, by always looking at ways we can maximize opportunities to grow our audience and generate income. * To put the customer at the heart of all decisions and actions, to ensure we deliver exceptional customer experience at all times. * To represent Culture Coventry on all appropriate local, regional, national and international forums, workshops, events, reviews and consultations relevant to this post. |
| **Other Duties** | * Provide any administration support to the Trustees as requested. * At all times ensure that working practices are in line with the requirements of Culture Coventry’s Health and Safety Policy and generally seek to ensure the safety of Culture Coventry’s employees and visitors, including in the event of an emergency evacuation. * To support the remainder of the Culture Coventry team when required for conferences, gallery openings and any other events over and above the normal day-to-day running of the museums ensuring that commercial opportunities are maximised. * To actively engage with any special projects or builds and annual events / large public festivals that may occur from time to time over and above the normal day to day running of the museums ensuring that all commercial opportunities are maximised. * Any other duties that fall within the scope and spirit of the post. |
| **NB. The nature of the post may require a commitment to Culture Coventry Trust outside of normal working hours (e.g. weekends, evenings, Bank Holidays, etc.). Time-in-lieu will be granted for such hours worked.**  Dependant on your role, a driving licence may be required to ensure the most efficient contact with external bodies and support Culture Coventry Trust’s external events policy.  Post holders will be accountable for carrying out all the duties and responsibilities with due regard to the Charitable Trust’s Health and Safety and Equal Opportunities Policies.  Duties, which include processing of any personal data, must be undertaken within the corporate data protection guidelines. | |
| **Please note**:   * The **black wording** within this document details your individual role requirements and responsibilities, which you will be expected to demonstrate and achieve in the performance of your role. * The **green wording** outlines core behaviours, requirements and responsibilities that are expected of all employees within the Trust. This has been included in all job descriptions to ensure that everyone shares a common purpose to ensure we achieve our vision and live our values. | |

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| **PERSON SPECIFICATION**  Assessment for recruitment requirements and competencies | |
| **Aptitudes / Skills / Abilities** | **Essential**   * Well developed interpersonal skills and able to work well with colleagues at all levels. * Able to work on own initiative with minimal supervision and pro-actively deal with any situation that arises. * Strong administration skills, with the ability to draft own correspondence and reports. * Exceptionally well organised with the ability to be flexible in prioritising deliverables and planning accordingly. * Calm under pressure, resilient and assertive. * Able to use different communication styles to ensure enquires are handed appropriately. * A keen attention to detail to ensure that work is done on time and to a high standard. * Demonstrable professional credibility and integrity, with a clear understanding of the importance of working appropriately with confidential and sensitive information. * Customer focused with the passion and ability to identify customer audiences, understand their specific requirements and place them at the heart of everything the Trust does. * Strong communication skills both face‐to‐face and in writing. * Self‐motivated with the ability to take the initiative. * A team player with an approachable manner. * Sensitive to the different cultural backgrounds of Coventry’s diverse communities and a commitment to equal opportunities practice both at work and with customers. * A flexible approach to work with the willingness and ability to work outside standard hours on occasion.   **Desired**   * Readiness to work with people and the ability to respond to differing needs, e.g. disabled, children, diverse cultures and differing levels of understanding. * Demonstrable interest in and enthusiasm for the arts and heritage sector. * A background in a culture/ leisure type of environment. |
| **Knowledge And Experience** | **Essential**   * To maintain own continuing professional development, keeping up to date with HR developments and employment legislation. * Sound HR administration experience and collation of data for payroll * Knowledge of the Data Protection Act to ensure compliance and appropriate confidentiality of information. * Experience of dealing with issues of a confidential nature. * Experience of providing administrative support at Director level. * Experience of taking and writing minutes, summarising discussions and writing reports. * Advanced level IT skills and proficiency in Microsoft Office applications including Outlook, Word, PowerPoint, and Excel. * Experience in delivering a proactive and high level of customer experience. * A background in a culture/leisure type of environment.   **Desired**   * A good level of understanding of industrial history, coupled with a recognition of Coventry’s place in that history. * Shorthand would be an advantage. * Local Coventry knowledge for signposting callers to places of interest/directions * Knowledge of best practice health and safety within an organisation |
| **Education and qualifications** | **Essential**   * Evidence of GCSE Maths and English at Grade C or above. * Level 2 Business Administration/Business Support qualification.   **Desired**   * Evidence of post formal educational development would be an advantage.e * CPP/CIPD qualification and or membership |
| **Special Requirements:** | * This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure may be required prior to appointment. * A clean driving license may be required dependent on your role to fulfill the requirements of the post. |