

## **Bristol Drugs Project**

### **Job Description: Support Services Worker - Recruitment & HR Administration**

#### **1 Job Purpose**

Support Services Workers are based within BDP's Support Services team and have the responsibility for delivering quality support to the rest of the organisation.

The principal accountabilities relate to:

- Recruitment
- HR administration
- Payroll and Expenses
- Data Input

Support Services Workers work collaboratively to ensure the smooth running of core Support Services functions which underpin the effectiveness of BDP's day-to-day work.

Support Services Workers are part of a small team which has team working, flexibility and a 'can do' attitude at its heart. Problem solving is a key skill for this post – both taking the initiative to avert potential problems and to identify and implement solutions.

Microsoft Word, Excel and PowerPoint are used on a daily basis with often complex spreadsheets and formatting of documents.

Accountable to the Chief Executive Officer (CEO), through the Data Quality & Support Services Manager.

Supervised by the Data Quality & Support Services Manager.

#### **2 Principal Accountabilities**

BDP is an agile organisation and changes to meet the needs of its service users. As such the Support Services Team, needs to be flexible to assist in this. The detailed duties listed below may also change over time.

##### **2.1 General**

- 2.1.1 This job involves the holder in working in close collaboration with the Data Quality & Support Services Manager, with specific interest in advising on potential or actual issues, sharing tasks and working to a brief.

- 2.1.2 A primary responsibility of the role is to 'ensure things happen', which requires the person to be involved/engaged in the Agency. There is an important 'chasing' component, both with our own staff and management and with outside organisations.
- 2.1.3 The role requires the occupant to be proactive in either responding to issues as they arise, but better, to introduce appropriate processes to avoid problems and improve efficiency.
- 2.1.4 A high level of organisational skills are required to manage the individual's own workload - a very methodical/systematic approach is essential.
- 2.1.5 The role will involve a large element of working with others for which excellent interpersonal skills will be required. Good coaching skills are essential.
- 2.1.6 This role requires a high level of confidentiality, concerning clients, staff, volunteers and the agency.

## **2.2 Recruitment**

- 2.2.1 This role leads in the coordination of all aspects of recruitment. The post holder will work alongside service managers across the agency to coordinate all aspects of hiring.
- 2.2.2 Agree recruitment timetables, prepare and post adverts for all posts as they become available. This includes liaise with advertising agencies.
- 2.2.3 Manage the administration of shortlisting, interviewing, selection and appointment.
- 2.2.4 Draft new starter offer letters and ensure that all the correct starter administration is completed such as coordinating references, DBS checks, and other internal paperwork.

## **2.3 HR Administration**

- 2.3.1 BDP contracts, HR advice, problem solving and seeking advice externally for complex queries. This role is concerned with the day to day administration of our internal HR system, HR software package and responding to low level queries. It is important that the post holder refer to their manager and to the external HR Company when queries are complex.
- 2.3.2 Maintenance of HR files and electronic HR systems including our external HR software package.
- 2.3.3 Ensuring that the organisational staffing chart and photo boards are both kept up to date with staffing changes.
- 2.3.4 Responsible for producing routine reports, such as annual leave and staff sickness for managers. This must be done sensitively and confidentially.
- 2.3.5 Responsible for ensuring that all of the elements of the 'Starter', 'Job Change' and 'Leavers' processes are properly completed and in a timely manner.
- 2.3.6 Responsible for ensuring that all the administration concerned with staff leaving BDP is completed and records updated.

## **2.4 Payroll & Expenses**

- 2.4.1 Responsible for efficiently processing the monthly payroll reports, with agreed deadlines.
- 2.4.2 Responsible for ensuring the correct calculation of salary, holiday, statutory payments and expenses.
- 2.5.3 To assist with any queries arising from expenses, travel expense claim forms, additional and sessional hours and associated administration.

## **2.5 Data Input**

- 2.5.1 When required to assist with the input confidential client data into IT systems including electronic Case Management System (CMS).
- 2.5.2 Checking accuracy of data before entering into CMS.
- 2.5.3 Electronically transferring and referring clients.

## **2.6 Suppliers**

- 2.6.1 To assist the Data Quality & Support Services Manager in liaising with suppliers to purchase supplies and resolve faults and problems with supplied HR and recruitment software.

## **2.7 Events and Publicity**

- 2.7.1 To assist with organisation and delivery of events/meetings.
- 2.7.2 To set up rooms with IT Equipment seating and refreshments.
- 2.7.3 To manage bookings including annual calendar meetings, room bookings and internal training.
- 2.7.4 Assist with sending out publicity mailing etc. as requested

## **2.8 Health and Safety**

- 2.8.1 To assist the Data Quality & Support Services Manager with health and safety duties, such as fire drills, checking fire alarm system and first aid kits.
- 2.8.2 To be responsible for taking all action necessary to resolve a Health and Safety issue that has been reported.

## **2.9 Premises & Housekeeping**

- 2.9.1 To ensure all premises are cleaned and maintained to a high standard through daily checks.
- 2.9.2 To liaise with contractors as required ensuring timely repairs/renewals.
- 2.9.3 Ensure equipment is functional and well-maintained.
- 2.9.4 To monitor and replenish key supplies – stationery, refreshments, cleaning.

## **2.10 Other Responsibilities**

Generally, there is a requirement to support other members of the team, with a variety of tasks. What follows is a sample of the types of activities the role may be required to support, the list is not comprehensive, nor will the post holder necessarily be involved in all of the tasks listed.

- 2.10.1 Respond to external worker 'call in' phone and take action as required.
- 2.10.2 To attend team and other meetings, as directed.
- 2.10.3 Using and supporting BDP colleague use of office equipment including:
- Franking Machine
  - Laminator
  - PC
  - Photocopier
  - Printers
  - Shredder
- 2.10.4 Maintaining staff and other files and filing systems.
- 2.10.5 Be alert to Health and Safety issues (particularly tripping hazards) where ever they may be found and to promptly take appropriate action.
- 2.10.6 To handle incoming/outgoing post, dealing with any queries and some correspondence.
- 2.10.7 Maintain in good order and tidiness the Resources Room and other common areas.
- 2.10.8 Microsoft Office support.
- 2.10.9 Booking system for IT and related assets.
- 2.10.10 Assist in the recycling of office paper and cardboard.
- 2.10.11 Answer external telephone calls on the main Agency telephone line if needed.
- 2.10.12 After reasonable consultation, to undertake any other task which is necessary, if called to do so by the Data Quality & Support Services manager or CEO.

### **3.0 Fire Assistant**

During a fire evacuation, the main responsibility is to be a member of a team checking that everyone has left the building and reporting to the Chief Fire Assistant anyone who, for any reason, has not left the building.

Training will be given in this role.

## **4.0 Dimensions**

### **4.1 Staffing**

Working within a team and being part of the wider BDP staff team. You will also support and work alongside trainees and volunteers as needed.

### **4.2 Environment**

The work is largely office based.

### **4.3 Health and Safety**

To take all reasonable steps to comply with the Health & Safety at Work Policy and Fire Precautions.

### **4.4 Equal opportunities**

To work within the framework and spirit of BDP's Equalities, Diversity and Inclusion Policy and Code of Practice, and to engage actively in promoting the policy within the organisation, and in all dealings with other agencies.

### **4.5 Technology**

A high level of involvement with computer equipment and general office equipment such as photocopier and phone systems is required. Day to day use of Information Systems for the input and retrieval of data; word processing; creation and manipulation of spreadsheets; use of MS Outlook for e-mail, diary etc.

### **4.6 Finance**

No budgetary responsibilities but to make purchases as requested and within the agreed policies and procedures.

### **4.7 Supervisory Responsibilities**

None

## **5 Context**

### **5.1 Key Contacts**

- 5.1.1 Inside the agency: all staff, volunteers, members of the Board of Trustees, visitors and service users.
- 5.1.2 Outside the agency: suppliers, including: Payroll providers, computer support, recycling companies, telecommunications companies, photocopier support, job applicants and prospective volunteers, members of the public.

## **6.0 Scope for Impact**

### **6.1 Decisions that can only be made with reference to line management**

Policy changes; anything with financial implications; representing the agency to the media or other organisations; initiating ordering new supplies.

### **6.2 Decisions that can be made without reference to line management**

Tasks as delegated

## **7 Special Notes or Conditions**

None

## **8 Terms and Conditions of Contract**

**Salary:** £23,678 per annum (pro rata)

**Holiday:** 27 days per annum pro rata plus statutory holidays

**Hours of Work:** 25 hours per week, flexible Monday to Friday between 8:30am to 5:30pm

**Place of Work:** Based in Brunswick Square, Bristol

## 7 Person Specification

The person appointed to this post will be able to demonstrate that they have the following:

Essential criteria
<u>Personal Qualities</u> <ul style="list-style-type: none"><li>• Works well in a team</li><li>• Uses their own initiative</li><li>• Welcoming</li><li>• Flexible</li><li>• Takes pride in their work</li></ul>
<u>Competencies and Skills</u> <ul style="list-style-type: none"><li>• Basic understanding of accounting processes and procedures</li><li>• An interest and basic understanding of Recruitment and HR Administration</li><li>• Good analytical ability</li><li>• Strong attention to detail</li><li>• Good problem solving ability</li><li>• Good organisational skills</li><li>• Good team working skills</li><li>• Good reasoning and numeric skills</li><li>• Experience of providing administrative support</li><li>• Competent in using Microsoft Word, Excel, PowerPoint and Outlook</li><li>• Fast and accurate keyboard skills</li><li>• Good communication skills, both written and verbal, including good telephone manner</li><li>• A general interest in Health and Safety</li></ul>



- Ability to work in a confidential environment
- A commitment to BDP's Equalities Policy and Code of Practice

*Experience & Knowledge*

- Minimum of 1 years' administrative experience
- A solid understanding of Microsoft Excel, Word and PowerPoint, trained to a high standard

January 2023