

HR SUPPORT ADMINISTRATOR (ATTENDANCE AND WELLBEING)

Role Profile



PLYMOUTH
CITY COUNCIL

Title	Human Resources Support Administrator (Attendance and Wellbeing)	
Grade	GRADE D	
Reference:	N1890s	
Reports to:	HR Administration Manager	
Work style Definition	Service Based Fixed Worker	
Job Type:	Frontline Worker	
Primary purpose of role	<p>To provide high-quality administrative support to the HR Admin Manager, ensuring the smooth and efficient organisation of Return to Work, Wellbeing and Long-term sickness meetings. Ensuring that staff records are kept up to date and the induction process is completed for all new staff in a timely manner. This includes preparing documentation, coordinating schedules, liaising with staff members, and managing all logistical arrangements to support effective meetings.</p>	
Key accountabilities and key measures	<p>Role outcomes</p> <ul style="list-style-type: none"> ▪ Return to Work, Wellbeing and Long-term Sickness meetings are held within an appropriate timescale. 40% ▪ Occupational Health Referrals are completed accurately and communicate with HR Admin Manager and Headteacher. 20% ▪ Arranging staff investigation meetings and take/record accurate notes. 5% ▪ Manage the renewal of staff absence insurance and administer claims and records. 15% ▪ Maintain accurate records of staff training and liaise with Finance Team for training course bookings. 10% ▪ Staff induction process for all new staff is completed in a timely manner. 5% 	<p>Role measures</p> <ul style="list-style-type: none"> ▪ Strong support for HR Admin Manager to reduce staff absence, HR costs and compliance with HR laws. ▪ Support SLT in staff training in compliance with school policies and requirements. ▪ Induction process are completed in a timely manner. ▪ Records, data and accurate staff records maintained. ▪ Completion of tasks and duties in compliance with the school and PCC policies and procedures.

	<ul style="list-style-type: none"> Undertake other duties where support in the administration team is required. 5% 	
Key activities	<p>Return to Work, Wellbeing and Long-Term Sickness Meetings - 60%</p> <ul style="list-style-type: none"> To check return to work meetings are held by appropriate staff member and up to date certification received from absent staff. To hold Wellbeing and Long-term Sickness meetings within an appropriate timescale and follow up meetings are scheduled. To complete the Occupational Health Referrals form as directed by the HR Admin Manager. To escalate cases, where necessary, to the HR Admin Manager and/or Headteacher. <p>Meeting Administration - 5%</p> <ul style="list-style-type: none"> To support the HR Manager and/or Headteacher during staff investigation meetings by arranging meetings and agendas and taking notes in either face-to-face or online meetings. To ensure that any notes taken are recorded accurately and shared with all parties, and filed appropriately. <p>Staff Absence Insurance - 15%</p> <ul style="list-style-type: none"> Seek three quotes, annually, regarding the renewal of the staff absence insurance and wellbeing package and inform SLT. Ensure absence insurance claims are opened and closed in a timely manner under the guidance of the HR Admin Manager. Ensure staff details required for the policy are accurate. Maintain accurate records of claims including payments made. <p>Staff Training Record Keeping - 10%</p> <ul style="list-style-type: none"> Maintain accurate records of staff training. Maintain an effective training tracker for all mandatory training that requires renewal/refreshing and notify relevant staff members of expiry dates in a timely manner. Liaise with Finance Team to book training courses for staff as required. <p>Staff Induction - 5%</p> <ul style="list-style-type: none"> Support the Cover Supervisor and HR Admin Manager with the new staff induction process, organising all relevant paperwork and staff packs. Ensure a thorough induction process takes place for all new staff by diarising a member of SLT to carry out the induction process. Ensure the Deputy Head Teacher is aware of new staff members so mandatory new starter training can be arranged. <p>Other Duties - 5%</p> <ul style="list-style-type: none"> To undertake other duties commensurate to the post and where support is required within the administration team. 	

Essential qualifications/knowledge	<ul style="list-style-type: none"> ▪ GCSE qualifications or equivalent and a good standard of literacy and numeracy. ▪ Proficiency in Microsoft Office and online meeting platforms e.g. Teams. ▪ Knowledge of HR processes and HR procedures.
Desirable qualifications/knowledge	<ul style="list-style-type: none"> ▪ Working knowledge of relevant policies and awareness of legislation e.g. Child Protection, Safeguarding, GDPR and Health and Safety.
Essential experience	<ul style="list-style-type: none"> ▪ Experience in an administrative support role. ▪ Strong organisational and time management skills with the ability to prioritise. ▪ Proficiency in Microsoft Office and online meeting platforms e.g. Teams. ▪ High attention to detail and accuracy when handling staff data and reports. ▪ Understanding of confidentiality, safeguarding, and data protection responsibilities.
Desirable experience	<ul style="list-style-type: none"> ▪ Previous experience of working in a school or educational setting.
Essential skills	<ul style="list-style-type: none"> ▪ Proficient in both written and verbal communication. ▪ Is flexible, reliable, and thrives in a collaborative team. ▪ Ability to work under pressure and to deadlines. ▪ Ability to work independently as well as part of a team. ▪ Ability to communicate confidently and effectively at all levels e.g. Leadership team, teaching staff, parents and local authority staff. ▪ Professional, discreet, and trustworthy. ▪ To be able to work on own initiative.
Corporate standards	<ul style="list-style-type: none"> ▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance. ▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures. ▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures. ▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.