

Job Description and Person Specification

Role	Apprentice HR Administrator
Grade and Range:	NMW
Department:	Human Resources
Accountable to:	HR Operations Manager

Position Overview

The HR Apprentice will support the delivery of a high-quality HR Operations service across the Trust, gaining experience across a wide range of HR administrative and operational activities.

The role provides an opportunity to develop knowledge and skills in HR processes including recruitment, onboarding, employee lifecycle administration, payroll support and compliance. The postholder will work closely with the HR Operations team, supporting day-to-day tasks while undertaking a recognised HR apprenticeship qualification.

Throughout the apprenticeship, the postholder will receive structured support, regular supervision, and ongoing guidance from experienced HR professionals to ensure their development. This will include mentoring, on-the-job training, and opportunities to reflect on learning and build confidence in applying HR practices. Alongside their apprenticeship framework, they will be supported to develop the knowledge, skills and behaviours required for a successful career in HR, with clear progression and development opportunities.

Main Duties

1. HR Administration Support

- Provide general administrative support to the HR Operations team
- Assist with preparing HR documentation including contracts, letters and variations
- Maintain accurate employee records and files in line with GDPR requirements
- Support the organisation and filing of HR documentation

2. Recruitment & Onboarding Support

- Assist with recruitment administration using MyNewTerm
- Support the coordination of interviews, including scheduling and communication with candidates
- Assist with onboarding processes, ensuring new starter documentation is collected and recorded
- Support pre-employment checks administration (e.g. references, DBS tracking)

3. HR Systems Support

- Input and update employee data within EveryHR
- Support basic data checks to ensure accuracy and completeness
- Assist with responding to simple system-related queries

4. HR Service Delivery Support

- Support the management of the HR inbox by responding to straightforward queries or directing queries to the appropriate team member
- Assist with answering HR phone calls and taking accurate messages
- Support the coordination of inbox and phone cover arrangements

5. Payroll & Pensions Support

- Assist with preparing payroll information, including gathering data for starters, leavers and changes
- Support the accurate recording of payroll-related information
- Assist with administrative aspects of pensions processes

6. Compliance & Record Keeping

- Support the maintenance of employee records and compliance documentation
- Assist with keeping recruitment and HR files up to date and audit-ready
- Support administrative aspects of the Single Central Record (SCR) where required

7. Learning & Development

- Undertake a recognised HR apprenticeship qualification
- Participate in training and development activities
- Develop knowledge of HR policies, procedures and employment legislation
- Actively seek opportunities to learn and develop within the role

General Duties

- Be a positive influence on the culture and ethos of the Flying High Partnership, acting as a professional and respectful role model at all times.
- Work collaboratively as an active member of the Central Team, contributing to the overall aims of the Trust and supporting effective HR service delivery.
- Comply with all relevant policies and procedures, including those relating to safeguarding, health and safety, confidentiality, data protection and equality, reporting any concerns to your line manager.
- Demonstrate a commitment to equality, diversity and inclusion, supporting difference and ensuring equal opportunities for all.
- Maintain high standards of confidentiality, professionalism and integrity in all aspects of the role.
- Attend and actively participate in meetings, training, learning opportunities and performance development activities as required.
- Develop an awareness of own strengths and development areas, seeking guidance and using knowledge to support colleagues where appropriate.
- Be flexible and adaptable, supporting additional tasks, projects and wider Central Team or school activities as required.
- Undertake any other duties reasonably directed by your Line Manager to support the effective delivery of HR operations.

Person Specification:

The following requirements will be assessed through either the Application Form (AF), during the Interview (I) or as part of an Assessment (AST).

	Essential	Desirable
Qualifications		
A good standard of secondary education to GCSE level or equivalent (including English and Maths)	AF	
A good standard of literacy and numeracy	AF/AST	
Willingness to undertake and complete a recognised HR apprenticeship qualification	AF/I	
Experience		
Experience of working as part of a team	I	
Experience of organising tasks or managing workload (e.g. school, work or voluntary setting)	I	
Experience of handling information in a confidential or sensitive manner	I	
Previous experience in an administrative or customer service role		AF
Experience of working in an education or office environment		AF
Behaviours and Skills		
Professional, reliable and approachable	I	
Positive attitude and willingness to learn	I	
Good communicator with the ability to engage with others	I	
Ability to work as part of a team and build effective working relationships	I	
Demonstrates initiative and a proactive approach to tasks	I	
Ability to maintain confidentiality and act with discretion	I	
Willingness to take on feedback and develop skills	I	
Attributes		
Demonstrates an understanding of the Trust's vision and values and how these align with their own	I	
Interest in developing a career in Human Resources	I	
Committed to own continuing professional development		AF/I
Commitment to supporting high-quality education outcomes for children	I	
Other		
Willingness to undertake training and complete apprenticeship requirements	I	
Commitment to supporting Trust-wide activities and initiatives	I	
Ability to travel to Trust sites where required	I	