



Job description

Job title:	HR and Office Administrator
Salary:	£23,000 per year
Contract type:	Permanent
Hours:	35 hours per week
Reports to:	Head of Information and Resources
Direct/indirect reports:	None

Introduction

One person in six has poor literacy skills that impact on every area of their life. A child without good reading, writing and communication skills will struggle to succeed at school, and as an adult they could be locked out of the job market. Poverty doubles the likelihood that, by the age of five, a child's literacy skills will be below average.

We are an independent charity dedicated to raising literacy levels in the UK by giving disadvantaged children the literacy skills they need to succeed. Our research and analysis make us the leading authority on literacy. We run projects in the poorest communities, campaign to make literacy a priority for politicians, businesses and parents, and support schools.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have 25 years' experience of delivering programmes and campaigns to improve the skills and confidence levels of those most in need of support. Partnerships are an essential part of our work – with the education sector, with businesses and with community partners. We work closely with both national and local government. Our funders and partners include high street brands such as McDonald's, WHSmith and Clarks Shoes, and large multinationals such as Pearson, KPMG and PwC. We have our main office in Vauxhall, London, and as well as people working to support our community activity around the country.

This role is responsible for providing essential administrative support to our HR and office management functions. The postholder will work as part of a small team, providing support for all recruitment activity, including posting job vacancies online and with agencies, monitoring applications, arranging interviews and requesting references. Other ongoing HR

support will include creating and monitoring personnel files and records, dealing with confidential probation review and appraisal documentation, and ensuring paperwork is filed correctly and promptly. You will also have a range of regular office duties, including answering phones, dealing with post, greeting visitors and supporting meetings.

This is an exciting opportunity to work at the heart of a creative and dynamic charity, ensuring that we provide effective organisational support to our growing team.

Part 1: Job profile

1.1 Main purpose of job

This role is responsible for providing administrative support to ensure the smooth running of the charity's office and HR activity.

1.2 Position in organisation

This role is part of the information and resources team, which has a total of four members of staff and is responsible for office management, HR and IT for the charity. The postholder will report directly to the Head of Information and Resources, and work closely with the Office Manager.

1.3 Working contacts

Internal

Close working with all recruiting managers across the charity, including the senior management team

Contact with all members of staff, including those based away from our office in London

External

Contact with job applicants and interview candidates

Contact with recruitment agencies

Contact with visitors, including funders, partners and other stakeholders at all levels

Contact with suppliers

Responding to enquiries from a wide range of groups and individuals

Part 2: Key duties and responsibilities

2.1 Office administration

- Greet visitors and make refreshments as required
- Answer the phone, dealing with enquiries or transferring calls as necessary
- Provide support for outgoing mail and deliveries
- Monitor office supplies and ensure orders are placed and tracked effectively
- Provide support for arranging office volunteers and work experience placements, responding to requests and coordinating activities and supervision across the team
- Arrange external and internal meetings, including lunch and travel as required, and take minutes and support agenda planning where necessary
- Work with the Office Manager to coordinate the charity's room and equipment booking systems
- Work with the Office Manager to ensure the office is kept tidy and hazard free

2.2 HR administration

- Coordinate recruitment advertising, including posting details on our website and working with agencies to advertise as appropriate
- Monitor applications, support the shortlisting process and arrange interviews, ensuring all paperwork is filed and stored appropriately
- Carry out data entry and analysis to support equal opportunities monitoring
- Maintain staff employment records
- Carry out ID checks for Disclosure and Barring Service checks
- Maintain staff sickness and annual leave records
- Support the probation review process, ensuring meetings are scheduled as necessary and appropriate paperwork completed by line managers
- Support the annual appraisal process, ensuring meetings are scheduled as necessary and appropriate paperwork completed by line managers
- Work with the Head of Information and Resources to source and implement an appropriate HR software solution that can support the growing charity's needs
- Support internal comms on HR and recruitment, including our Star of the Month Award for staff

2.3 Finance and contact management

- Maintain accurate budget records of expenditure and authorisation
- Maintain up-to-date contact records on our CRM database

The postholder may also be required to undertake other activities as deemed appropriate by their line manager or the Director, and to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Part 3: Person specification

3.1 Essential experience

- Supporting recruitment and/or HR activity
- Providing general office administration support
- Record keeping and filing
- Handling sensitive or confidential information
- Financial administration

3.1.1 Desirable experience

- Work in the charity sector

3.2 Knowledge

- Principles of effective HR practice
- Good understanding of the requirements of effective office support

3.3 Skills

- Excellent administration skills and attention to detail
- Excellent written and spoken English
- Clear and confident communicator, able to talk with staff at all levels

- Logical and well organised
- Motivated, proactive and able to think outside the box in unplanned situations
- Team player, adaptable in situations of frequent priority and focus change
- Customer relationship management
- IT skills, including Microsoft Word, Excel, PowerPoint, Outlook and CRM databases
- Editing and updating web pages, including using content management systems (desirable)

3.4 Other

- Confident and enthusiastic
- Interest in HR and general charity support functions
- Ability to deal sensitively and discreetly with confidential information
- Commitment to equality and diversity
- Clear interest in and understanding of literacy and social justice issues

Part 4: Summary of terms and conditions of service

Location:	The postholder will be an employee of the National Literacy Trust. The post is based at the National Literacy Trust, 68 South Lambeth Road, London SW8 1RL.
Probation:	This post is subject to a 12-week probationary period.
Notice:	This post is subject to a four-week notice period.
Safeguarding:	The postholder will adhere to the National Literacy Trust's safeguarding policy for children, young people and vulnerable adults.
Expenses:	Out-of-pocket expenses will be paid when incurred in accordance with our expenses policy.
Annual leave:	Annual leave entitlement is a total of 39 days per year (pro rata for part time staff), made up of 28 bookable days plus all bank holidays and the closure of the office from Christmas Day to New Year's Day inclusive.
Pension:	The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.
Other benefits:	We provide a Cycle to Work scheme, season ticket travel loans and access to other health and wellbeing benefits including discounted gym membership, dental plans and health assessments.