

JOB DESCRIPTION

Role / Title:	Human Resources and Training Administrator
Reports to:	Human Resources and Training Manager
Also supports:	Work Experience and Training Officer

Overall Purpose of the Job:

To provide proactive administrative and logistical support to the Human Resources department of the Royal Opera House, with particular responsibility for supporting recruitment administration, training and the work experience programme.

Key Accountabilities:

Human Resources

Provide administrative support to the HR and Training Manager across the full range of generalist HR activities for designated staff groups, including:

- Support to the recruitment, selection and induction processes:
 - Assist the preparation of paperwork for the approval to recruit processes
 - Formatting job descriptions and adverts (to branding guidelines).
 - Posting job advertisements on the ROH website and other media.
 - Responding to enquiries from applicants.
 - Progressing applications through the AMRIS e-recruitment system.
 - Scheduling and providing logistical support to interviews.
 - Administering selection exercises.
 - Drafting and preparation of offer of employment letters.
 - Taking up references.
 - Issuing regret letters or emails to unsuccessful candidates.
 - Undertaking checks of UK work authorisation documentation and other compliance documentation check as required.
 - Supporting the drafting and production of contracts of employment.
 - Supporting the on-boarding process.
 - Administration of pension forms, issuing letters and information packs.
 - Organising Occupation Health review meetings.
 - Administering and timetabling the probation review process.

- With the other HR Administrators, provide an effective front desk service for the department, acting as the first point of contact for enquiries, by phone, face-to-

face or by email, dealing with routine queries and taking and forwarding messages.

- Develop and maintain an up-to-date knowledge and understanding of key HR processes and policies as directed, in order to handle standard enquiries and data processing effectively. Expected to show initiative when dealing with non-routine queries, but with reference to manager's advice when required.
- Ensure confidentiality in line with organisational policy and data protection requirements at all times.
- Administer new starter and leaver procedures, working with the HR and Training Manager and line managers to ensure the completion and processing of all necessary paperwork.
- Support the drafting and preparation of change of conditions documentation, and liaise with Payroll on the administration of all changes to pay.
- Update staff records on the HR database (People Inc.) accurately and promptly.
- Maintain up to date organograms for the relevant departments.
- Record sickness absence data on the HR database, running standard reports and providing data to the HR and Training Manager for monitoring.
- Maintain accurate electronic and paper-based filing systems.
- Administer departmental archiving and the disposal of confidential waste.
- Assist with procurement and payment administration.
- Provide hospitality to visitors to the department, as appropriate.
- Take notes and produce accurate records of meetings as required.

Training and Development

- Provide practical and logistical support to training and development activities:
 - arranging dates
 - booking rooms
 - scheduling attendees
 - booking and delivering refreshments
 - issuing joining instructions
 - liaising with and supporting training providers (in advance and on the day)
 - registering attendees
 - arranging technical equipment and other logistics.
- Assist with researching training solutions.
- Procure and book agreed training courses as required.
- Administer training evaluation processes.
- Print and issue training certificates.
- Maintain training records on the HR database and individual's files.
- Provide administrative support for training provided in-house by the Health & Safety team, Occupational Health Unit and Fire Safety Manager.

Work Experience

The Royal Opera House *First Stage* work experience programme provides people who are either in education or in the early stage of their career with short-term opportunities to gain practical experience and insight into our working environments.

We offer around 150 work experience placements each year in a wide range of departments, in administrative, craft and technical areas.

- Respond to applicant enquiries in a prompt and efficient manner.
- Support the work experience recruitment process, including:
 - forwarding applications to the relevant department
 - confirming offers of placements
 - liaison with schools and parents to ensure completion of consent forms
 - issuing regret letters to unsuccessful applicants
 - diversity monitoring.
- Administer applications for travel expenses.
- Process and review participant feedback.
- Issue certificates to participants on completion of placements.
- Provide support to and attend careers events and seek opportunities to promote the programme.

General

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities.
- Actively promote the value of diversity in all work.
- Ensure confidentiality in line with organisational policy and data protection requirements at all times.
- Assist the HR Managers and Director of Human Resources with other duties and project work as instructed.
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments.
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department.



PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- Strong organisational and administrative skills, with experience of training support and/or recruitment administration in a busy environment.
- Excellent customer service skills, with the ability to work effectively with a wide range of people within and outside the organisation.
- Strong communication skills with a high standard of verbal and written English.
- Ability to prioritise own workload and to work unsupervised under pressure, ensuring deadlines are met.
- Strong IT skills, including Microsoft Office.
- Strong problem-solving skills with the ability to work to own initiative.

Other Essential Skills, Knowledge and Experience:

- Interest in and commitment to supporting and developing young people.
- Sensitivity in dealing with confidential information.
- Tact and diplomacy.
- Initiative with flexibility in dealing with changing priorities.
- Accuracy and attention to detail.
- Ability to assimilate new information and learn routine procedures.
- Commitment to delivering a high standard of work and continuous improvement.
- An effective team player.
- Good attendance and timekeeping with the ability to work full-time office hours and some flexibility to work around core hours on occasion as required
- A commitment to providing a high-quality service across all work.

Desired Skills, Knowledge and Experience:

- Understanding and commitment to Health and Safety, Safeguarding, Equal Opportunities, Diversity and Inclusion.
- Familiarity with HR databases and e-recruitment systems.
- An interest in developing a career in Human Resources.
- An interest in and enthusiasm for the theatre and the arts.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future