

## Role Definition

**Job title:** HR Administrator  
**Reporting to:** HR Administration Manager

## Brief overview of role:

The HR Administrator will provide a responsive and effective HR support to Foster + Partners employees and the rest of the HR team. The person must be able to work within a team, be self-motivated and proactive. You will be working alongside a team of HR professionals including Learning + Development, Global Mobility, ED&I and Reward.

## Responsibilities:

- Serve as a point of contact for employees and candidates regarding HR-related inquiries, providing exceptional customer service and timely resolution of issues. Monitor and manage the HR shared mailbox.
- Collaborate with relevant departments to ensure effective communication and coordination in addressing employee and candidate needs.
- Process and manage employee lifecycle information, such as salary changes, holiday reconciliation, annual leave, short and long term leave, promotions, and bonuses.
- Oversee the management and administration of HR systems and databases, ensuring accuracy, data integrity, and confidentiality.
- Maintain accurate and up-to-date employee records, both physically and electronically, ensuring compliance with legal requirements and company policies.
- Process employee status changes, such as starters, promotions, and terminations, ensuring appropriate documentation and communication.
- Generate and distribute HR-related correspondence, such as contracts of employment, verification letters, bonus, and promotion notices.
- Coordinate the onboarding process for new hires, ensuring communication and a positive experience.
- Generate and distribute new hire documentation, including employment contracts, benefits enrolment forms, employee accounts and company policies, and verification of right to work documents.
- Escalate complex issues to appropriate HR team members.
- Support in the organisation of induction days for new employees.
- Collaborate with hiring managers and IT to ensure new employees have the necessary resources and access to systems and tools.
- Coordinate work experience placements.
- Assist with HR reporting, and auditing, ensuring adherence to employment laws and regulations.
- Provide general administrative support to the HR department when needed.
- Maintain an up-to-date awareness of employment law and HR knowledge including compliance with GDPR
- Identify ways to streamline HR processes and implement improvements.
- Maintain high levels of confidentiality and service standards at all times.
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- Complete monthly KPIs
- Contribute, or otherwise assist, as required
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams .
- Thorough knowledge of and compliance with F+P procedures and standards

**Qualities, skills and experience required**

- Legally able to work in the country in which the position is based
- Excellent written and verbal communication skills, with a professional and confident telephone manner
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good organisational skills, self-motivated and a flexible attitude
- Good interpersonal skills and able to work independently and as part of an effective team, with the ability to build good relationships at all levels, internally and externally
- Methodical and accurate, with consistent attention to detail including accurate data entry skills
- Be committed to maintaining and promoting the high standards of the role, department, and Practice, and always maintain a focus on customer service
- To ensure discretion is exercised when dealing with sensitive information and enquiries, and to ensure confidentiality is maintained at all times
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure while always remaining calm and professional
- Able to work to deadlines and timely delivery of information
- Be punctual and reliable

**Desired skills:**

- Good computer skills including Microsoft Word, Excel, and Outlook and mail merge.
- Knowledge of Sage People, Microsoft Dynamics 365, and DocuSign would be advantageous.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.