



## JOB DESCRIPTION

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**JOB TITLE:** HR & Business Support Apprentice

**REPORTS TO:** HR Manager

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**JOB PURPOSE:** To provide effective support across the HR Team in providing an efficient and streamlined service, handling day to day queries and administration of processes utilising multiple IT platforms

**KEY ACCOUNTABILITIES:**

- ensuring that visitors to the department are greeted and welcomed appropriately;
- Answer visitors queries where possible or ensure they are directed to the relevant person to assist them with their query;
- ensuring that departmental telephones are answered swiftly;
- ensuring that confidentiality is maintained;
- processing incoming and outgoing post.
- Supporting with recruitment processes.
- Maintaining staff personnel records (paper based and electronic)
- Produce system reports on a range of HR data
- Ensure sickness is logged and the system is maintained and updated at all times
- Ensure return to work forms are completed by the Line Managers of employees
- To provide support to the HR Team, regarding one-off tasks and projects, diary planning
- Maintenance of a regular archiving process for redundant/obsolete files
- Assist with the processing of purchase orders
- Placing orders for staff uniform
- Placing order for stationery

**Health & Safety:**

- To ensure you follow safe working practices.
- To promptly report all accidents and incidents to your line manager.
- To assist in accident investigations as necessary.
- To ensure that housekeeping standards are maintained.
- To adhere to relevant site rules, QEHS policies and procedures including quality procedures, HACCP, safe systems of work and environmental controls.

**Communication:**

- To have good communication skills and ability to liaise verbally confidently with employees and Management.
- To listen carefully to instructions.
- To keep your Manager up to date with any work issues that may affect deadlines.

Flexibility and Ad-Hoc:

- To be flexible to work on a variety of duties and locations as required.
  - To carry out any other task that is reasonable and within your skill set as business needs dictate.
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#### **KNOWLEDGE, SKILLS, EXPERIENCE**

- Excellent attention to detail
- Good literacy
- Methodical approach to tasks
- Good organisational skills
- Able to work to deadlines

This job description is intended as a guide to the type of role the job holder is expected to perform. As the nature of our business can vary with changes in customer requirements and operating procedures, the outlined tasks are the key duties of the role, but it is understood that the job holder will undertake any function in which is reasonable and within their skill set. If in time, significant changes to the role are experienced, a new Job Description will be issued.

I have read, understood and accept the job content and duties required for this role.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_