

Administrative Assistant – HR Direct (Band 3)

Recruitment Profile - This is a summary of the Job Description and Person Specification



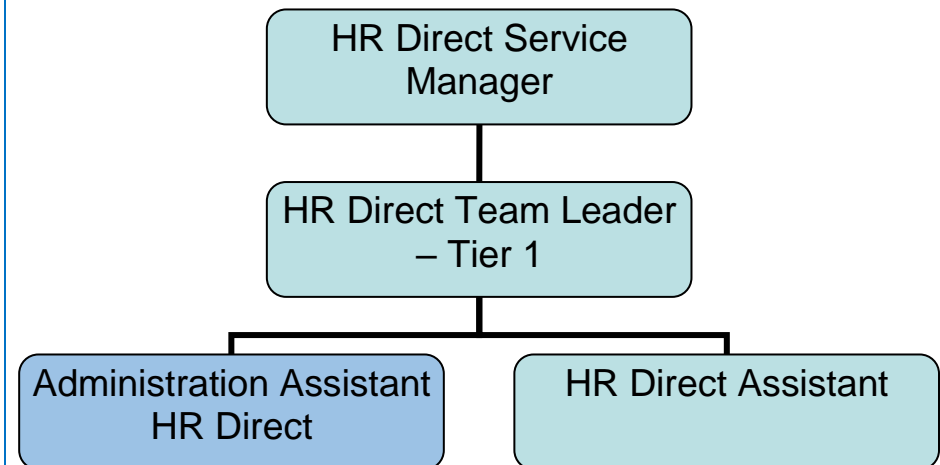
Blood and Transplant

About the Role

You will work as part of a team of assistants and advisors to provide administration support to the Human Resources (HR) Direct Service ensuring a first class customer experience at all times. Your responsibilities will include:-

- Providing administration support to the HR Direct Service, ensuring a first-class customer experience at all times, including ensuring all records are up to date and accurate, receiving and making telephone calls, maintaining manual and electronic filing systems, managing the HR Direct email inbox and sorting incoming and outgoing mail.
- Acting as first point of contact, using our query management system to log all queries received via all channels (e.g. telephone, email, face-to-face and self service)
- Signposting colleagues and managers on People related queries to the appropriate tools and resources, in line with our policies and procedures
- Handling queries in a timely manner. Dealing with standard/scripted queries, and knowing when and where to escalate to the appropriate contact across the People Directorate, and other stakeholders including Pay Support, external pension provider, HMRC, etc.

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experience of working in a busy office environment, handling conflicting deadlines and priorities
- Experience in a customer service or an administrative role. Including maintaining and updating records electronically and managing incoming mail, emails and self-service channels
- Good working knowledge of Microsoft Office packages (Outlook, Teams, Word, and PowerPoint), or equivalent Systems and the use of the internet
- Excellent working knowledge of Microsoft Excel in order to create, maintain and develop accurate record keeping

Skills and Abilities

- Communicate succinctly, clearly and accurately in plain simple English, both verbally and in writing
- Be an effective team member who can relate to colleagues at all levels across our large multi-site organisation with tact and diplomacy
- Recognise your own job role boundaries / limits of practice and know when to ask for guidance
- Follow written instructions and ensure the services you provide are in line with standard processes and good practice, showing attention to detail
- Prioritise own workload and take responsibility for delivering results within agreed timescales and standards with changing priorities and pressures
- Use initiative to look out for issues at work, acting quickly and calmly to focus on finding a solution

Qualifications and Training

- NVQ Level 3 in Customer Service or Administration/Business or equivalent OR equivalent relevant experience to this level
- Demonstrates commitment to own continuous learning and development