



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

HR SERVICES ADMINISTRATORS - TEMPORARY 6 MONTH POSITIONS

WORCESTER

£17,461 TO £18,675 PER ANNUM (PRO RATA), 35 HOURS PER WEEK

Providing support during the implementation of a new HR system, we require highly motivated, customer focused and competent individuals to join our centralised HR Direct team.

Working as part of an enthusiastic HR department that includes general HR administration and contracts, you will assist with the parallel run of the new HR system to ensure that data checking and inputting is maintained at a consistently high level.

This is a fast-paced environment where data accuracy, both of numeric and written information is key, so you will need to utilise your keen eye for detail in everything that you do. With a strong administration background, you will have the ability to adapt easily to change as well as effectively prioritise and organise your workload.

Proficient computer skills are essential, as is excellent customer service. Previous HR experience is desirable but not essential. Just as important is a willingness to learn and a passion for achieving the highest of standards and exceeding customer expectations.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 26 days annual leave (pro rata) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1674.

Closing Date: 5pm on 20th March 2012
Interview Date: 28th and 29th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working. Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.



Role Title	HR Services Administrator
Reporting to	
Role Purpose	To resolve customer queries by the most effective and appropriate means

Key Result Areas <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	Key Elements <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	% Time <small>(Current priority for each KRA)</small>
Service Delivery Ensure the consistent delivery of services within the area of responsibility	<ul style="list-style-type: none"> Respond knowledgeably and courteously to customer enquiries Ensure customer is kept informed of progress Keep accurate records Work both individually and /or as part of a team with minimal supervision Assist in the co-ordination, communication and maintaining of relationships with internal and external customers Organise, deliver and maintain administrative service and records Contribute to improving services and productivity 	
Quality Control Help ensure a high level of customer service is maintained	<ul style="list-style-type: none"> Log incoming queries and the means of their resolution Respond quickly, positively and efficiently to customer queries Keep up to date on product/service knowledge and standards 	
Customer Service Provide a responsive/quality service to customers	<ul style="list-style-type: none"> Provide accurate and timely information and advice that is understood by customers Respond positively to complaints and breakdowns in service delivery Resolve problems or set into motion the means of resolution, and ensure customers kept informed Identify shortfall in service delivery and ensure dealt with appropriately 	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> • Understands and recognises need for change • Accepts change is ongoing • Is open to new ideas • Looks for new and better ways of doing things • Remains focused on goal • Reviews and monitors systems and makes changes if needed • Doesn't throw baby out with the bath water • Does not change if the best already exists • Learns from change
Communicate well with others <i>Listen to the needs of others and convey information clearly and accurately</i>	2	<ul style="list-style-type: none"> • Listens to others and asks questions to clarify points and sums up to ensure others understand • Is clear, concise, precise, uses plain language • Is positive and constructive even under duress; Keeps cool under pressure • Puts across complex ideas simply both orally and in writing • Shows sensitivity and understanding in every situation • Prepares in advance for discussion, identifies key issues and develops valid responses • Achieves a constructive conclusion, even in difficult situations • Effectively uses a wide range of communication tools and techniques • Ensures that any special communication needs are met • Provides reasoned, logical argument
Get the best out of self and others <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> • Rises to the challenge of doing a difficult task • Shows confidence in own ability and expertise • Knows their job and knows themselves • Shares in identifying their own training and development needs and utilises resources e.g. access to training and development/methods • Learns from mistakes • Takes constructive criticism positively • Recognises own strengths and weaknesses including any stereo types or prejudices they may have
Impress the customer <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> • Understands how their actions impact upon the quality of customer service • Thinks from the customer's perspective; shows empathy to the customer's situation and any special needs they may have • Listens to the customer and addresses all their relevant concerns and needs • Takes responsibility for getting an outcome • Acts on promises and meets deadlines • Takes customer complaints seriously and deals with them calmly • Is knowledgeable and well-informed, providing relevant and accurate information to customers
Work well with others <i>Contribute towards working as part of a team and involves others through liaising and building trust</i>	1	<ul style="list-style-type: none"> • Knows when they have the power/authority to make decisions and when to seek help • Is flexible • Shares credit and responsibility • Shares ideas, skills and knowledge • Works towards the common goals of the team • Is prepared to listen and support other team members and staff in the wider organisation • Understands own/others roles and impact upon each other • Aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies <small>(Role-specific competencies are those Competencies which may apply specifically to the role)</small>	Level <small>(The levels indicate the performance expected in this role)</small>	Indicators of Expected Performance <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
Make decisions and implement solutions <i>Reach decisions to resolve problems</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> • Makes realistic, workable and timely decisions and knows when need more time to make the decision • Aware of the consequences/knock on effects of decision/problem • Engages in meaningful consultation and checks all facts before making the decision • Able to identify, describe and define the problem • Prepared to make the decision/solve the problem, seeing it through accepting full ownership • Accepts could get it wrong
Plan and organise effectively <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> • Identifies priorities and works within deadlines • Thinks ahead • Is realistic about the time it takes to do things • Monitors progress to keep on track towards objectives and reviews plans • Has a plan B • Asks for help to decide priorities when there are conflicting demands • Is aware of impending tasks and targets • Documents work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below.)

Job-related skills, knowledge and/or experience for the role:

- Excellent telephone skills
- Able to learn quickly and to proficiently use a computerised database
- Proven experience within an Customer Service environment
- Able to interrogate, extract and analyse data from the computer system
- Proven ability to troubleshoot, analyse and resolve a variety of complex queries

Relevant technical, vocational or educational qualifications for the role:

- Able to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE

Knowledge of software packages:

- Intermediate knowledge of Microsoft Word or similar
- Intermediate knowledge of Microsoft Excel or similar
- Intermediate knowledge of Information Systems (if applicable)

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Association's Induction Programme (including Equal Opportunities) attended
- Local Induction Programme undertaken
- Individual training in policies, procedures and service standards, including use of telephone system, SHA's on-line systems, visits to appropriate Sanctuary locations
- Establish relationships with key contacts
- Understands own role and objectives
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training 6 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange						
2	Agreeing and Interpreting	✓	5%	✓	85%	✓	10%
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Office based, telephone workstation constraint