Job Description and Person Specification

HR Administrative Officer

Role Description

The HR Administrative Officer will play a key role in supporting the day-to-day HR operations of Care Support Scotland. This role will provide administrative support across the HR lifecycle, ensuring the smooth operation of HR services to all team members. Reporting to the HR Business Partner, the HR Administrative Officer will be involved in various HR activities including recruitment support, employee records management, and benefits administration.

We are seeking an experienced and dynamic HR Administrative Officer to join our fast-paced team. The ideal candidate will be highly organized, detail-oriented, and capable of managing multiple priorities simultaneously. The HR Administrative Officer will embody the values and culture of Care Support Scotland, ensuring consistency in the employment experience across the organisation. Regular travel to service locations may be required.

Job Description

**HR Administration**

* Support the management of employee data and ensure accurate and timely updates in the HR system.
* Assist with maintaining accurate personnel records, including updating employee files and ensuring compliance with relevant legislation.
* Administer employee benefits, including processing changes, reporting updates, and providing advice on benefits when needed.
* Prepare HR documents, such as contracts of employment, offer letters, and onboarding packs.
* Manage incoming HR queries from team members and escalate to the HR Business Partner where necessary.

**Recruitment Support**

* Assist in posting job adverts through the HR System, company website, and other recruitment portals.
* Coordinate interviews and candidate communication, ensuring a positive candidate experience throughout the recruitment process.
* Support hiring managers with the preparation of interview materials and other recruitment documentation.
* Process reference checks and pre-employment screenings.

**Operational Support**

* Ensure the accurate and timely processing of employee lifecycle changes such as new starters, promotions, and leavers.
* Support the implementation and administration of HR policies and procedures.
* Assist with the preparation of HR reports and data analysis to support business decisions.
* Participate in team projects to improve HR processes and efficiencies.

**General administration support**

* Coordinate and implement the organisation’s communications strategy via social media, staff intranet and other internal platforms.
* Manage and maintain organisational L&D platforms including iHASCO. Assist with the implementation of organisational training plans and maintain employee training records.
* Monitor HR shared mailboxes ensuring queries are handled appropriately, either through direct communication or by escalating to HRBPs.Any other ad-hoc administrative support as agreed with the HRBPs.

Person Specification

**Desirable qualifications:**

* CIPD or SCQF qualification in Human Resource Management or experience equivalent.
* Proven experience in HR administration, preferably in the social care sector.

**Essential knowledge and experience:**

* Demonstrable experience in HR administration or a related field.
* High level of attention to detail and the ability to handle confidential information with discretion.
* Competency in Microsoft Word, Excel, Outlook, and navigating HR systems..
* Strong communication and interpersonal skills with the ability to work effectively in a fast-paced environment.
* Interest in working within the social care sector is preferred.

**Success Factors**

You will thrive in a dynamic and fast-paced environment, demonstrating flexibility and a strong commitment to teamwork. You will have excellent organisational skills, an ability to prioritise tasks, and maintain strong attention to detail, while ensuring effective communication and collaboration with colleagues.