

Job Description

Job Title: Office & HR Administrator

Job Location: Birmingham office based

Responsible To: Governance Manager

Job purpose

Provide pro-active, high-quality administrative support to the British Dietetic Association. Provide an end-to-end service for all office, HR and financial administration matters. Ensure related systems and processes are kept up to date. To respond to all office queries, co-ordinate health & safety arrangements and refer appropriate matters to the landlord. Ensure all invoices are approved and coded by the correct budget holder. Provide general administrative support cover, which may include setting up meetings, travel arrangements, document formatting, formatting of minutes and answering general emails across the BDA. Provision of administrative support to the Chief Operating Officer.

Job context

The British Dietetic Association is a professional body and trade union and is the leading organisation of nutrition professionals in the UK, representing the nutrition and dietetic workforce across all sectors with over 11,600 members. Whilst this role is specifically related to HR, office and financial administration, all staff are expected to have a good overview of cross team activities to allow for cover in cases of absence from time to time. Functional business areas include, events administration, membership, delivery of professional courses, trade union support.

Key areas of responsibility

Facilities Administration

The postholder is responsible for: -

- Liaising with all external service office facility providers to ensure full running of BDA office which includes cleaners, caterers, mobile phone, photocopying, audio visual, security providers.
- Reviewing supplier contracts to agree whether the service is necessary and update in liaison with the Chief Operating Officer.
- Liaising with the landlord on a regular basis concerning any issues surrounding the offices that may affect the day to day running.
- Ensuring our IT inventory is kept up to date and shared with our IT provider and accounts department.
- Coordinate health & safety risk assessment, coordinating health & safety reps. and First Aider training. Arranging Fire alarm testing, PAT testing for the office.

Financial Administration

The postholder is responsible for: -

- Organising the safe and petty cash returns, monthly.
- Ensuring all office invoices are sent to the relevant manager for their approval.
- Support the chasing and amending of invoices for functional teams through accessing their systems, e.g. events and courses.
- Developing a system to monitor payments and coding of invoices accurately and to report overall spend to the Chief Operating Officer.

HR Administration

Recruitment Administration

- Provide administrative support to managers using the recruitment system, ensuring all pre-recruitment, recruitment and post recruitment processes are followed.
- Collate a suite of recruitment tests that can be used for different roles.
- Maintain accurate and up to date recruitment data.
- Organise new starter inductions and support the coordination of the online induction programme.
- Develop a welcome pack for new staff to complement the online staff induction programme.

Attendance management System

- Maintain and develop the organisations' attendance management system, ensuring staff annual leave entitlements, carry forward data are set correctly including office closure days.
- Produce sickness absence monitoring data for managers and HR & Remuneration Committee.

Online Staff Learning

- To lead on providing staff access to online course system.
- Provide managers with uptake rates for staff online learning and development.
- Support the COO in liaising with the system supplier on developments.

Payroll Data

- Collect and save staff additional hours worked, HR changes affecting payroll details for the COO to review against the payroll each month.

HR Provider

- To file HR Provider contacts and work requests and invoices against the contract.

Staff Health & Well-being

- To be the login point for the Benenden Healthcare Business portal and process any changes requested by staff.
- Promotion and dissemination of activities developed by our staff-led wellbeing working group, including updating intranet pages, setting up emails and surveys.'

General Education Trust

- Providing support to the BDA's GET charity organisation, including;
- Creating financial reports
- maintaining applications and tracking the financials for this
- preparing papers for the GET Trustees meetings
- Taking Minutes for the GET meetings

General Administrative support

- Provide general administrative support cover, which may include setting up meetings, travel arrangements, document formatting, formatting of minutes and answering general emails across the BDA.
- Provide administrative support to the Chief Operating Officer.

Role Dimensions

Knowledge

The role requires system knowledge of Microsoft Office systems (Word, Excel, Outlook), BDA specific systems such as Blue CRM and Preside website, MS Teams and HR systems such as Bluetown, E-days and Benenden.

The role requires up to date knowledge and understanding of the BDA's work, its functions, processes, to be able to provide comprehensive support to office staff and members.

Work Complexity and Judgement

This role requires some work involving signposting of HR queries to the outsourced HR provider and personal judgement as to the finding the best resolution for the manager or staff member.

Impact on Reputational Risk

This role will work closely with BDA managers and staff and therefore the post holder needs to ensure a professional and confidential approach in all communications.

Freedom to make decisions

The post holder makes decisions regarding own work prioritisation and organisation.

Emotional impact

This role encounters emotional impact on a very occasional basis.

Quality of Service

Providing high quality, confidential and accurate information and knowledge to both BDA managers and staff. Handling of personally sensitive data.

Person Specification

Category	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to communicate with staff and managers of all levels. • Maintains employee confidence and protects operations by keeping human resource information confidential. • Ability to communicate clearly and concisely in writing, on the telephone and face to face • Ability to work under pressure to meet defined deadlines • Ability to prepare formal minutes and action notes and follow up actions • Ability to investigate technical and database issues with the supplier and resolve issues • Ability to demonstrate an organised and methodical approach • English Language and grammar proven skills • Ability to demonstrate tact, diplomacy, and flexibility • Ability to work well in a team • Ability to perform consistently in line with the BDA values. • Maintaining and organising employee records • Co-ordinating staff induction and welcome • Self- motivated 	

Experience	<ul style="list-style-type: none"> • Experience of preparing accurate data driven reports • Experienced with activities requiring attention to accuracy and detail • Experience working in an administrative environment • Experience of working with numbers (e.g. recording and monitoring) • Collating HR/Payroll related data 	Prior experience in an HR administrative role
Knowledge	<ul style="list-style-type: none"> • Knowledge of Microsoft Office (Word, Excel, etc), and MS Teams • NVQ 3 Business administration or equivalent qualification or experience • Data and record keeping knowledge • Independence of thought 	

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by Date

Job holder

Signed by Date

October 2024