

### JOB DESCRIPTION

<b>Job Title:</b>	Operations Administrator (Recruitment)
<b>Office:</b>	Pathfinder Legal Services Limited
<b>Team:</b>	Operations Team
<b>Reports to:</b>	Operations Manager
<b>Pay Grade:</b>	A-B
<b>Location:</b>	Huntingdon (with travel to other offices as required)
<b>Hours:</b>	37 hours

### OVERALL PURPOSE OF THE JOB

To assist with the development, implementation and monitoring of recruitment and HR administration within the organisation and to provide back-up administrative support to Heads of Service.

### MAIN ACCOUNTABILITIES

1. To assist the Head of Finance, Operations and Compliance in ensuring accurate record keeping and keeping track of employer information.
2. To build and maintain effective working relationships with colleagues to ensure the delivery of a seamless and customer focused service in relation to management of the firms HR and Recruitment records.
3. To be the first point of contact for all HR and recruitment queries including the management of the recruitment and absence inboxes. Dealing with all enquiries and queries received into those inboxes in a professional and timely manner.
4. Maintaining the HR Database to include details of new starters, transfers, terminations, changes in job, pay increases etc so that accurate records are maintained and deal with requests for information from the Database.
5. Work collaboratively with line managers to ensure the leavers process is followed correctly, administering the required paperwork with the relevant third parties, such as payroll.
6. Responsible for overseeing the recording of absences – supporting line managers with the completion of the relevant documentation and providing payroll and HR advisory with accurate absence records.
7. To Manage all annual leave related queries, working with employees and Line managers to answer questions and resolve matters in a timely manner.
8. To provide support and manage the recruitment process with recruiting managers, including but not limited to obtaining the initial authority to recruit, job description and job advert creation, advertising, liaising with agencies (where necessary), sifting applications, arranging interviews, communication with all applicants and offers of employment.
9. Responsible for making all new starter arrangements, liaising with WNC Payroll as well as obtaining completed employment paperwork, valid driver's licence and car insurance documentation paperwork, checking references, arranging inductions, diarising probation etc.

10. Working cohesively with HR advisory to respond and manage any day to day HR questions and queries, escalating anything more complex for their management.
11. To buddy, train and support colleagues.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

**PERSON SPECIFICATION**

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<b>OFFICE:</b>	Pathfinder Legal Services Limited	<b>PAY GRADE:</b>	A-B
<b>TEAM:</b>	Operations Team	<b>LOCATION:</b>	Huntingdon (but with travel to other offices as required)

The following criteria are appropriate for this post. You must meet the essential criteria in order to be shortlisted for the post and it would be advantageous if you meet the desirable criteria.

**QUALIFICATIONS**

Essential

- Educated to at least GCSE level or equivalent.

Desirable

- HR or Recruitment Qualification

**KNOWLEDGE AND EXPERIENCE**

Essential

- Experience in a relevant or equivalent role.
- Strong administration skills.

Desirable

- Experience of working for a multi-locational legal practice.
- Experience of working with public sector/not-for-profit clients.

**SKILLS**

**Essential**

- Confident, clear and articulate communication skills both orally and in writing.
- Pleasant and confident telephone manner.
- Professional, polite, enthusiastic and welcoming approach.
- A willingness to support colleagues and fee earners achieve successful outcomes.
- Commitment to customer focus and continuing service improvement.
- Able to work flexibly to meet demands of service.
- Ability to work independently and know when to seek advice from others.
- Manage time effectively.
- Methodical, accurate and consistent even when under workload and/or time pressures.
- Attention to detail and accuracy.
- Monitor and maintain quality and productivity.
- Ability to multitask and manage a variety of requests at one time.
- Fully proficient at using IT systems with a good working knowledge of Microsoft Windows and Microsoft Office (Word, Excel, Outlook).
- Adapts and fits in well.
- Able to work independently as well as being part of a team.
- Act in an open and approachable manner.
- Understanding of need for confidentiality.

**Desirable**

- Commitment to continuous service development
- Committed to ongoing personal and role development

**EQUAL OPPORTUNITIES & HEALTH & SAFETY**

**Essential**

- Ability to demonstrate awareness and understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs
- Ability to demonstrate a clear understanding of, and commitment to, health & safety

<b>JD/PS submitted by:</b>	Judith Armstrong, Head of Finance, Operations and Compliance
<b>JD/PS submitted on:</b>	14/02/2025
<b>HR &amp; Recruitment – filed by:</b>	Jodie Coley, Operations Administrator
<b>HR &amp; Recruitment – filed on:</b>	14/02/2025