**Job Description**

**Job Title: HR & Recruitment Apprentice**

**Reports To: Recruitment & Onboarding Manager & HR Business Partner**

**The Main Purpose of the role:**

To provide an excellent HR and Recruitment services to managers and staff of designated directorates within Lewisham Homes.

**Responsibilities:**

* Support the HR Team and Recruitment team in the effective management of external relationships including: recruitment agencies and providers, occupational health providers and Lewisham Council IT department.
* Support the end to end recruitment process from placing adverts and supporting assessment processes to the production of contractual documents and other related documentation, as well as any correspondence associated with starters, leavers and changes to terms and conditions.
* Provide advice on recruitment, employee terms and conditions and Lewisham Homes’ policies and procedures and overseeing the recruitment compliance procedures for successful candidates.
* Provide advice and support to managers on HR matters including:-
  + Responding to initial queries from staff and line managers
  + Advising managers on HR administrative procedures
  + Taking notes of formal employee relations meetings
* Complete additional administrative processes including: Produce management information, raise purchase orders and maintain budgetary monitoring for all costs, ensuring invoices are processed promptly to avoid surcharges; arranging parking permits; processing computer loans and other benefits, and ensure that all HR systems and filing are maintained.
* Coordinate and support any Recruitment events.
* Track all temporary arrangements including fixed-term contracts, secondments, maternity leave, vacant roles, DBS check expiry, eligibility to work and ensure appropriate action is taken.
* Assist in departmental projects as required and complete any other duties corresponding to the role including cover to ensure correct processing of payroll and support with employee relations.

**Generic responsibilities**

* Maintain excellent customer service in all areas of work and ensure continued personal development.
* Comply with all Lewisham Homes policies, including contractual standing orders, financial regulations and all HR policies and procedures including Health & Safety and Equality & Diversity.
* To use a flexible and approach to your work and seek guidance and coaching from your line manager in line with your personal development goals.

This job description is not exclusive or exhaustive. It is intended as an outline indication of the areas of activity and can be amended in the light of the changing needs of the organisation.

**Person Specification**

This details the key competencies (knowledge, skills and abilities) required to complete this role. For the purposes of recruitment and selection the indicators below will be used in the shortlisting and assessment process for this role. You should therefore address these areas fully in your application.

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| **Leading**   * Ability to be able to build good relationships * Actively promotes the Lewisham Homes’, Equality and Diversity policy in all respects by delivering, upholding and encouraging the highest standards of behavior |
| **Planning and Delivering Customer Satisfaction**   * Tenacious and proactive, delivering tasks, goals and promises promptly and on time * Focusses on customer needs and satisfaction with a commitment to Make A Difference and active engagement in promoting it |
| **Communicating, Collaborating and Influencing**   * Approachable and willing to challenge appropriately * Probes for further information or greater understanding * Maintains high levels of sensitivity to both confidential and contentious issues |
| **Adapting and Responding to Change**   * Shows initiative by identifying problems and risks that need to be resolved, seeks advice when unclear * Demonstrates commitment to continuous improvement |
| **Experience**   * Desire to gain experience of working at least at Administrator level or equivalent, within an HR department including experience of payroll, HR systems, recruitment and Employee Relations |
| **Education and Qualifications**   * Nothing specific required for this post |