**Job Code HR and Training Administrator/ Receptionist**

**Reporting to:**  People Development Manager, dotted line to HR Advisor

**Purpose:** To enhance the delivery of the People Development Strategy, providing a support service to the regions regarding training and development, and facilitating central training policy and strategy within the regions.

To provide a confidential Human Resources administration service

**Achieving Results**

* Reception Duties – To Provide cover where necessary
* Processing Empower Updates
* Processing HR Administration Tasks
* Learning Management System administration
* CITB Grant claims & Reporting
* Processing emails using multiple inboxes

**Managing the Process**

* + Maintain the number and details of Apprentices, Management Trainees, Year out Students, and Graduates, utilising the training database, and coordinate production of the quarterly sustainability statistics for Morgan Sindall.
  + Administration of CITB construction-related grant claims.
  + Calculation and distribution of CITB grant received to regions.
  + Maintaining the Empower training database, creating new codes and supporting regions where necessary.
* Ensure that changes to the Empower database received from the regions are supported by the appropriate paperwork and appropriate authorisation.
* Ensure that all relevant changes are entered into Empower accurately.
* Liaise with the payroll department with all necessary changes.
* Manage Apprenticeship Levy spreadsheet using DAS
* Administration Letters & Updates
* Reception duties - accepting deliveries, greeting visitors, signing in, answering telephone calls and assisting with meeting arrangements

**Serving the Customer (Internal and External)**

* Support Regional HR & Training Advisors and other staff with help and information as required.
* Supporting Apprentices and Management Trainees with Central Support.
* Answering queries and forwarding information to potential recruits.
* Receiving and making outgoing calls on reception (Ad hoc)
* Updating reception attendance registers where required
* Updating reception calendar with annual leave

**Delivering Quality**

* + Responsibility and administration of CITB grant funding to ensure full grant potential. Provide support and advice to Regional Training Advisors on CITB Grant administration.
  + Ensure the updates to Empower are input with accuracy
  + Ensure changes are communicated to Payroll Department in time for Payroll cut off dates.
  + Health and Safety - All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.
  + Equality & Diversity - All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

**Technical Skills and Knowledge**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Basic** | **Intermediate** | **Advanced** |
| Microsoft Word |  |  |  |
| Microsoft Excel |  |  |  |
| Microsoft Power Point |  |  |  |
| Microsoft Outlook |  |  |  |
| Microsoft Publisher |  |  |  |
| Empower – Training & HR |  |  |  |
| Ability to produce reports |  |  |  |
| Ability communicate with others verbally and in writing |  |  |  |
| Ability to effectively co-ordinate HR records/paperwork |  |  |  |
| Awareness of all aspects of the business |  |  |  |
| Knowledge of CITB grants |  |  |  |
| Networking with internal/external customers |  |  |  |
| Team working (in-team and collaboratively across business) |  |  |  |
| Broad understanding of external training/education bodies |  |  |  |

**Training Matrix**

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site in INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.