

## HR Administrator

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Company: Fortem Cares

Location: Hitchin

Category: other-general

### The Role

Here at Fortem we're currently recruiting for an HR Administrator to join our Fortem HR team at our Head Office in Hitchin.

We are looking for someone to undertake all HR administration duties against defined service level agreements, act as first line support on the HR service desk and assist with all standard enquiries and advice, escalating as required and appropriate.

Benefits include:

- 25 days annual leave + bank holidays & your birthday off
- Discounted gym memberships at national and local gyms
- Up to £3,000 colleague referral fee
- Other benefits including dental care, private healthcare, cycle-to-work scheme, mobile phone provider discounts & more

### The Project

As the HR Administrator you will work with the HR team to provide a fast, efficient and professional telephone based service aiming for a high percentage of first time resolution prior to escalation.

Duties will also include but not limited to:

- Producing management statistics and reports relating to the Board Pack

- Managing the administration of offers, changes, transfers and leavers
- All ad-hoc administration duties as requested by the business or Team

### **Essential and Desirable Criteria**

#### Essential

- Ability to understand the business and balance commercial needs with assessed risks
- Sound experience in managing varied administration tasks
- Experience of managing problems by identifying potential solutions

#### Desirable

- Basic knowledge of employment law
- Previous experience of working on a HR service desk
- 2 years' experience of working in an HR function
- CIPD qualified or working towards

Fortem embraces diversity in the workplace and encourages applications from all sectors of the community

### **Personal Qualities**

We need someone to join and support our team who is proactive, customer focused, approachable with a can do attitude. At Fortem we look for a balance of skills and experience but just as important to us are your values and behaviours.

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### **Cross References and Citations:**

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