LONDON
PARAMOUNT CARE

HR Administrator

Job Title: HR Administrator
Responsible To: HR & Business Support Manager
Job Type: Permanent, Part-time 22.5 hours

Company Overview:

At London Paramount Care Ltd, we offer personalised care services for children and adults, including those with learning disabilities and autism, with a commitment to excellence in residential environments. Our core values – empowerment, integrity, dreaming possibilities, respect, and vibrancy – shape a radiant organisational culture. Our company, regulated by Ofsted and CQC, offers residential care environments, ensuring person-centered plans for children and adults. Our vision is to positively impact vulnerable children and adults, emphasising care. The focus is on creating a trusted, ambitious, and respectful atmosphere for the people we care for, their families and our employees.

The company fosters continuous improvement and ethical values, aiming for client satisfaction, confidence, and connection while empowering employees with tools and training for effective performance.

Summary:

To provide comprehensive administrative and operational support to the HR & Business Support team, ensuring accurate payroll coordination, employee data integrity, compliance monitoring, and effective HR process support across the organisation. The role includes managing the employee lifecycle, including managing employee data and ensuring HR compliance with legal regulations.

The role works closely with and supports the HR & Business Support Manager in maintaining high standards of governance, data protection, confidentiality and operational efficiency across the workforce.

Key Responsibilities:

HR Administration & Data Management

- Provide comprehensive administrative support to the wider LPC teams
- Maintain accurate and up-to-date employee records on HR systems, spreadsheets, and electronic personnel files.
- Keep employee details updated in real time across employee details and staff allocation
- Ensure all documentation is stored in line with GDPR, internal data governance standards ensuring compliance with data protection laws.
- Conduct internal HR audits as required and instructed by the HR & Business Support Manager (e.g. sponsorship, right-to-work checks, DBS, contract compliance, absence records).
- Regularly check the Employee Details Sheet in advance of expiration dates for DBS, Sponsorships and Right to Work checks, ensuring that we remain compliant in these areas with up-to-date documentation
- Produce routine HR reports and data summaries as required
- Manage HR databases and software
- Provide cross-functional administrative cover within the HR team to assist, and during periods of absence to cover recruitment, onboarding and business support
- Process DBS for current employees when required to ensure that we hold an in date current DBS. Check the update service as applicable
- Review supervisions received for any issues that need to be escalated to line management

- Driving license checks with GOV.UK for LPC drivers who pass their test after joining LPC. Review points, fines and license loss. Inform line managers of any issues and track detail on EDS. Ensure that any driver with 6 points or more on their license is informed that they cannot drive for LPC
- Respond to requests for Employer references providing details of employment history with LPC. Provide detail of any issues in relation to dismissals and safeguarding for CQC and Ofsted reference requests to the Operations Director for reference completion.
- Complete and provide tenancy reference requests for employees
- Complete and provide letters of employment on request for employees for confirmation of employment with LPC

Communication: Serve as a primary point of contact for internal and external enquiries, responding promptly and professionally via email, phone, and in-person interactions. Facilitate effective communication between team members and departments. Build close working relationships with all teams to provide a professional and confidential service.

Payroll Coordination

- Coordinate monthly payroll inputs including starters, leavers, contractual changes, overtime, absence adjustments and benefit updates with close attention to detail
- Responsible for coordinating the letters for leavers and contractual changes
- Calculate pro-rata annual leave entitlements for leavers for inclusion in letters
- Prepare and collate payroll notifications and supporting documentation in real time for review and approval by the HR & Business Support Manager at month end
- Cross reference complex payroll cases with shifts worked and shift types to ensure accuracy in payment for all pay scenarios (e.g. sickness absence/SSP, paid suspension, maternity/paternity pay in collaboration with the HR & Business Support Manager
- Absence Management: Track and manage employee attendance, sickness, and leave records, ensuring accuracy in reporting and compliance with policies
- Maintain accurate payroll change logs and supporting audit trails.
- Troubleshoot payroll queries raised by the Finance team and investigate discrepancies.

Note: This role does not hold final payroll approval or sign-off accountability.

Employee Relations & Case Support

- Provide administrative support and attend formal meetings, taking accurate and confidential notes, for high-level investigations and disciplinary processes in conjunction with the HR & Business Support Manager's awareness and approval. Ensuring that the requirements of the operational administration role take priority
- Monitor the external HR case tracker and escalate any risks or concerns to the HR & Business Support Manager.
- Ensure case documentation is complete and properly recorded.

Recruitment & Onboarding Support

- Provide recruitment administration cover during absence within the HR team. Including posting job adverts and scheduling interviews
- Support onboarding processes including offer letters, contracts, pre-employment checks including right-to-work documentation and induction scheduling.

Documentation Management: Maintain accurate and up-to-date records, including HR files, financial documents, and company policies and procedures. Ensure confidentiality and compliance with data protection regulations.

HR Projects: Assist in various HR projects, such as staff well-being initiatives, performance management reviews, and organisational development programs.

Quality Assurance: Contribute to the continuous improvement of administrative processes and procedures, identifying areas for optimisation and implementing solutions to enhance efficiency and effectiveness.

Team Collaboration: Collaborate closely with all HR & Business Support colleagues to ensure seamless communication and coordination across the department. Provide assistance during high-volume periods and contribute to team-wide initiatives, such as recruitment drives, onboarding programs, and organisational projects. Collaborate closely with the wider LPC team, providing supportive, professional and confidential communication.

Service Inspections:
Assist the services with documentation for PAMMs, CQC and Ofsted inspections as required

Person Specification:

- Experience in HR administration and payroll, preferably within the healthcare sector, but not essential.
- Strong organisational skills with the ability to multitask and prioritise workload effectively.
- Excellent communication skills, both verbal and written, with a professional and courteous demeanor.
- Excellent attention to detail.
- Proficiency in Microsoft Office suite (Word, Excel, PowerPoint, Outlook), SharePoint and other relevant software applications.
- Ability to handle confidential information with discretion.
- Ability to work independently with minimal supervision as well as collaboratively within a team environment.
- Quick thinking with the ability to multitask and prioritise when working under pressure
- Time management and planning skills

Note: This job description will undergo an annual review and may be subject to changes after consultation with the post holder. It outlines the main expectations of the role while acknowledging that additional tasks may arise based on operational needs. This role requires adaptability and flexibility, as tasks may extend beyond the outlined responsibilities to address unforeseen circumstances or changes in work while maintaining compatibility with your level of responsibility.