Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

What does a HR Administrator do?

Put simply, your job is to provide excellent HR administrative support in a fast-paced environment.

To help you to do this, you will:

- receive a 2-week induction
- work as part of our high performing, dedicated HR Team
- receive regular support from your manager
- have opportunities for training, professional development and career progression
- be assigned a team buddy when you start

What team will I join?

You'll join the People & Digital Directorate and will be based in the Talent Acquisition Team supporting the Talent & Engagement Function

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.

Job Title	HR Administrator (Recruitment)
Reports to	Talent Acquisition Lead
Department	Human Resources
Location	Head Office (Bangor) / Hybrid (Some Travel Required to fulfil role)

Purpose of Role

Positive Futures supports people with a learning disability, acquired brain injury and autism to achieve their dreams and transform their lives. That starts with finding, welcoming and setting up the right people to deliver that support, and it depends on accurate, reliable and well-run people administration that keeps managers, staff and candidates supported at every step.

The HR Administrator (Recruitment) gives candidates a smooth, professional experience from first advert to first day, and gives hiring managers fast, reliable support throughout recruitment and onboarding. Reporting to the Talent Acquisition Lead, the postholder keeps our Applicant Tracking System, recruitment records and documentation accurate, compliant and up to date, and supports the reporting and insight that helps recruitment keep improving.

Alongside this recruitment focus, the postholder may also at times provide wider support across HR administration, including workforce records, payroll administration, employee relations, general HR queries and process improvement, using our applicant tracking system, HRIS and other internal systems to keep information accurate and workflows running smoothly.

Main Responsibilities

1) Recruitment, Onboarding and Candidate Experience Administrator

Purpose:
Provide accurate, end-to-end recruitment and onboarding administration and a positive candidate experience, so that Positive Futures attracts, appoints and welcomes the right people quickly, fairly and reliably.

Key responsibilities

- Administer recruitment processes, including adverts and job boards, interviews, communications and records, and keep in regular contact with candidates through onboarding.
- Support accurate 360 recruitment process administration using the Applicant Tracking System (ATS) and other internal systems and processes, from advert through to start date.

- Support pre-employment checks and compliance, including references, medicals, vetting, right to work and professional registration, and prepare and issue contracts and documentation.
- Focus on candidate engagement and experience throughout the process, keeping candidates informed, supported and well prepared for their start date.
- Produce recruitment metrics, reporting and insights, such as time to hire, vacancy pipeline and application volumes, to support recruitment decision-making and continuous improvement.
- Maintain accurate recruitment, onboarding and compliance trackers and support managers and candidates with queries.
- Support HR initiatives that foster employee engagement and a positive work culture, including co-ordinating employee surveys and feedback tools and helping gather and summarise results for HR or wider leadership.
- Support organisational events such as appreciation days, charity events and team building activities.

2) First Line HR Support and Triage Administrator

Purpose:
Provide timely, helpful first-line HR support to managers, staff and candidates, resolving straightforward matters and routing others appropriately, so that people get quick, accurate help and issues reach the right person.

Key responsibilities

- Act as a first point of contact for administrative HR queries, respond to helpdesk queries and routine requests promptly, and provide information where policy is clear.
- Triage and route matters to the Talent Acquisition Partner or colleague where there is complexity, risk or uncertainty.
- Maintain clear records of queries, responses and follow-up actions.
- Help managers navigate HR processes by explaining steps, requirements and timelines.

3) Workforce Records, Changes and Payroll Administrator

Purpose:
Keep employee records and workforce changes accurate, current and efficiently administered, including the accurate transition of candidate records into employee records as new starters join, so that payroll, compliance and workforce reporting are reliable from the point of hire onward.

Key responsibilities

- Process and update workforce changes on the system, including new starters, contractual changes, hours, patterns and leave, recording data accurately.
- Support the accurate transition of candidate records into employee records as recruitment moves into employment, ensuring continuity of information from application through to start date.
- Liaise with Finance on payroll-related information and support workforce reports and data extracts.
- Support occupational health referrals and other staff administration and ensure data is handled in line with confidentiality and data protection.

4) Process and Document Support Administrator

Purpose:
Prepare documents and coordinate administrative tasks, including recruitment and employment documentation, to a high standard, so that processes are clear, consistent and well managed.

Key responsibilities

- Draft and ensure the accuracy of all documentation and paperwork including, employment contracts, offers of employment, employment letters, and other recruitment or employee documentation.
- Prepare and format recruitment and employment documents and templates to a high standard and keep records organised and accessible.
- Support reports, FAQs and other documents and assist with administration linked to employee relations, projects and continuous improvement.

5) Data, Reporting and Process Improvement Administrator

Purpose:
Use accurate administration, strong records and process awareness to support recruitment and HR reporting and improve efficiency, so that data is reliable and processes keep getting better.

Key responsibilities

- Maintain accurate records, trackers and system updates, and produce reports on recruitment, onboarding and vacancies using the ATS and HRIS, as well as compliance, payroll changes and query logs.

- Monitor administrative processes and identify opportunities to improve efficiency, reduce duplication and strengthen quality.
- Maintain and contribute to internal process documents and guides that support consistent recruitment and HR administration.
- Suggest practical improvements to templates, workflows and processes, and support implementation of approved changes.

General

- Understand and respect confidentiality and maintain personal data in line with our policies.
- Carry out duties in line with health and safety and risk management policies, ensuring risks are identified and mitigated.
- Build and develop positive working relationships within your team and across departments.
- Develop and maintain positive professional relationships with external partners in the interests of the people we support.
- Seek to make continuous improvements in your area of work.
- Represent the service, department or organisation as required.
- Promote and encourage involvement of the people we support so their views inform administrative approaches and service delivery.
- Make effective use of information, communication and technology systems.
- Contribute to research and evaluation activities.
- There may be occasions when the job holder is required to fulfil some duties outside of normal working hours, and flexibility is therefore essential.
- All Positive Futures' staff are expected to have regular contact with the people we support. This means that we are available to them so that their views and aspirations are made clear and are kept at the forefront of our work.
- This Job Description is not restrictive, and the job holder may be required to undertake any other duties and responsibilities as may be directed by their Line Manager. All of the above duties must be carried out within the Policies and Procedures of the Organisation.

How Success Will Be Measured

- Managers, staff and candidates receive quick, helpful and accurate responses to routine queries.
- Straightforward matters are resolved at first contact, with appropriate escalation where needed.
- Recruitment and onboarding administration is accurate, timely and gives candidates and managers a positive experience, from advert through to start date.

- Recruitment reporting and insights, such as time to hire and vacancy pipeline data, are accurate, timely and used to inform decisions.
- Workforce change, payroll and compliance administration is well organised, and staff feedback is gathered and used to inform HR or leadership discussions.
- Administrative processes are completed efficiently, accurately and to agreed timelines.
- Records, trackers and system data are accurate, current and support reliable reporting, including the transition of candidate records into employee records.
- The role identifies and supports practical improvements to administrative and recruitment processes.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you MUST have:

- At least 1 year's HR Administrator experience in the last 3 years in a busy HR Team, covering recruitment from start to finish, employment contracts, HR data, employee records and payroll administration
- Experience handling sensitive HR information and checks, such as Access NI, Garda Vetting and right-to-work checks, accurately and confidentially.
- Experience using Microsoft 365, an applicant tracking system (ATS) and an HR information system keeping data accurate across systems.
- Full, Valid Driving Licence or an ability to travel independently across NI and Ireland to attend, recruitment events, employment meetings and events and other work-related locations to meet the requirements of the post.

To apply for this role, we would also LIKE YOU to have:

- Experience supporting HR processes across both Northern Ireland and Ireland, with a working knowledge of employment and regulatory legislation in both jurisdictions

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

"Our values" are what underpin everything we do in Positive Futures.

PEOPLE FIRST – our people are at the heart of everything we do.

OPPORTUNITIES – we seek out opportunities that enrich lives and empower people.

SUSTAINABILITY – we strive for positive social, economic and environmental benefits for now and in the future.

INNOVATION – we embrace creativity and continuous learning to reimagine and refine our unique person-centred support.

TENACIOUS – we don’t give up – we believe in making the impossible, possible.

INCLUSION – our staff and people we support are our strength, we listen and learn together.

VALUE FOR MONEY – delivering impactful, life changing results with efficiency and integrity.

EXPERTISE – we look beyond limitations in our pursuit of excellence.

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Positive Futures' competencies	You need to be:
Respectful and Understanding Others	• Kind and work well with others, treating them with respect and dignity • Understand the needs of others
Effective Communication	• Able to communicate effectively with others, verbally and non-verbally
Working with and Developing Others	• Able to be an active, positive and co-operative member of the team • Helpful towards others when they need support
Results and Quality Focus	• Focussed on the best interests of people we support and our staff • Able to provide experienced high quality HR administrative support
Problem Solving and Decision Making	• Open minded and able to resolve difficulties • Able to make good decisions
Resilience to Change and Challenges	• Open to change and new developments/ initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our attractive salary and benefits package (the detail of all your benefits will be included in your job contract).

Pay

1. £26,650.00
2. £27,419.00
3. £28,188.00
4. £28,957.00

The above salary scales are based on full-time hours (37.5 hours per week). Salary for part-time hours will be calculated on a pro rata basis.

Holidays

31-36 days paid per holiday year commencing on 31 day's leave per year.
You will earn one extra day per year up to 36 days.

Pension

We offer a contributary pension scheme - we pay 4% for eligible staff alongside your contribution of 5%

Training and Support

You will receive induction, relevant training, and a regular 1:1 support meeting with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.
We will support you to develop your career and, complete external and/ or accredited training programmes relevant to your role.