

The HR Administrator's Role

OVERVIEW

Course duration: 2 days.

HR administrators often function as the first point of contact for employee enquiries and requests. This course provides a 'best practice' approach to the key administrative activities.

This course is focused on the practical application of key HR administrative activities. The consultant will work with you to provide the insight, knowledge and skills to manage potentially sensitive issues and situations with tact, discretion and confidence.

IS IT RIGHT FOR ME?

Designed for HR administrators and assistants, this course will help you to develop the knowledge and skills required to successfully work in HR in your organisation.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Identify the principal activities of the HR function, its responsibilities, aims and objectives.
- Understand the main aspects of employment legislation and its impact on the activities of the HR department – now updated with the Equality Act 2010.
- Understand the essential information and records which must be maintained by HR.
- Identify how to build stronger relationships with internal customers.

WHAT WILL IT COVER?

Your HR Role

- Identifying the role of the HR function and where you fit in
- Identifying who your customers/clients are – what do they expect?

Effective Face-to-face Communication

- Interacting confidently and positively with others using listening and questioning effectively
- Developing an assertive style and dealing with difficult people

What Records to Keep

- Maintaining records, systems and libraries
- Security, confidentiality and employee access to records
- Absence recording and controlling

Employment Law

- Clarifying employee rights
- Where equality, diversity and discrimination fit in
- An overview of the protected characteristics of sex, age, race, religion or belief, disability, marriage and civil partnership, pregnancy and maternity, sexual orientation and gender reassignment
- Discipline, grievances and dismissal procedures

The Recruitment Process

- Writing effective advertisements

- Processing applications and short-listing candidates
- Developing guidelines for successful interviewing offers of employment and references
- Implied and expressed terms
- Termination of employment, notice periods and contractual rights – exit interview

FURTHER COURSES TO CONSIDER

Essential Skills for Effective Training Administration

Working Assertively and with Confidence