



Great North Air Ambulance Service

Job Description

Overview

Job title:	HR Assistant
Department:	People and Culture
Main base:	Progress House, Eaglescliffe
Pay band / allowances:	TBC
Hours:	Full-time
Period of tenure:	Permanent

Organisational relationships

Reports to:	Head of People and Culture
Day-to-day supervision:	HR Officers
Direct reports:	None
Key relationships:	All charity and trading company employees and volunteers. Senior leaders, operational teams, clinicians, external stakeholders and Trustees.

Our what, why and how

We provide outstanding pre-hospital care to people of the North when they need it most, keeping families and communities together by saving lives.

We **care** about: inclusion of all voices, each other, our supporters, our patients and their families.

We have the **courage** to: try new things, take measured risks, speak up and innovate in our field.

We are **committed** to: our purpose, the people we serve, the quality of our work, doing a good job.

Together, we save lives.

Job role summary

As a member of the People and Culture team, provide efficient, accurate and customer-focused administrative support across the employee lifecycle. The role reports to the Head of People and Culture and works under the day-to-day supervision of HR Officers. It supports recruitment, onboarding, HR records, the HR information system, payroll, employee benefits, HR casework administration, learning and development coordination and general HR processes. This helps ensure employees, managers and volunteers receive a responsive and professional People and Culture service.

What you'll do

Core responsibilities

- Provide accurate, timely and customer-focused HR administrative support across the charity.
- Act as a first point of contact for routine HR queries, responding professionally and escalating more complex matters to HR Officers or the Head of People and Culture as appropriate.
- Support recruitment and selection activity by preparing adverts, arranging interviews, communicating with candidates and completing pre-employment checks, including right-to-work, references, DBS and other role-specific checks where required.
- Prepare and issue routine HR documentation, including offer letters, contracts, contract variations and standard correspondence, ensuring accuracy and appropriate approval.
- Maintain accurate and confidential HR records, including updating the HR information system to ensure employee information is recorded, checked and maintained in line with data protection requirements, organisational policies and agreed timescales.
- Support onboarding, induction and learning administration, helping ensure new starters receive a consistent and welcoming experience.
- Oversee and monitor the probation process, ensuring that probation reviews are completed within agreed timescales, outcomes are recorded accurately and any concerns are escalated appropriately.
- Process payroll and HR information system changes accurately, ensuring information is checked, authorised and submitted or updated within agreed deadlines.
- Support routine employee benefits administration, including updating records, processing changes and signposting employees to relevant information in line with agreed processes.

- Provide administrative support for employee relations casework under the direction of HR Officers or the Head of People and Culture, including disciplinary, grievance, capability, probation and absence management processes.
- Support the People and Culture team with HR projects, reporting, meetings and other duties appropriate to the role.

Leadership, management and training responsibilities

- Support the coordination of employee inductions, mandatory training and learning records, ensuring information is accurate and reminders are issued where required.
- Assist with arranging HR training sessions, briefings and meetings, including room bookings, attendance records, materials and follow-up administration.
- Maintain personal knowledge of HR processes, systems and policies relevant to the role, seeking guidance where needed and contributing to a consistent People and Culture service.

Communication and relationship responsibilities

- Handle routine, sensitive and confidential information professionally, ensuring queries are responded to accurately and within agreed timescales.
- Build positive working relationships with employees, managers and external contacts, providing helpful and consistent administrative support and HR information.
- Escalate concerns, risks, errors or complex HR queries to HR Officers or the Head of People and Culture in a timely and appropriate manner.

Planning and organisational responsibilities

- Organise and prioritise own workload to meet routine deadlines, including recruitment administration, onboarding activity, payroll updates, employee benefits administration, HR casework administration, training records and HR correspondence.
- Support the planning and coordination of HR meetings, interviews, training sessions and project activity by arranging diaries, preparing documents and following up agreed actions.

Analytical and judgement responsibilities

- Use judgement to respond to routine HR queries, identifying when information can be provided from agreed processes and when matters should be escalated.
- Check HR records, documents and system information for accuracy, resolving routine discrepancies and highlighting concerns where further review is required.

- Assist with preparing workforce information and reports by collating data, checking accuracy and presenting information clearly.

Financial and physical resource responsibilities

- Raise purchase orders, invoices and other routine financial administration relating to HR activity, ensuring records are accurate and appropriately authorised.
- Process payroll changes accurately and in line with agreed deadlines, ensuring all amendments are checked, authorised and supported by appropriate documentation before submission.
- Support the effective use of HR equipment, systems and resources, ensuring materials are maintained, stored securely and available when required.

Information resources

- Maintain accurate and up-to-date HR records and update the HR information system, ensuring employee information is recorded, stored and amended in line with data protection requirements and agreed HR processes.
- Prepare regular workforce reports and HR information as directed, ensuring data is accurate, timely and clearly presented.
- Maintain and monitor HR trackers, spreadsheets and action logs, ensuring information is kept accurate and up to date, deadlines are tracked, outstanding actions are followed up and risks or overdue items are escalated appropriately.
- Prepare, issue and quality check HR documentation, including offer letters, contracts, contract amendments and standard employee correspondence.

Policy and service development responsibilities

- Follow agreed HR policies, procedures and standard operating processes, helping ensure they are applied consistently in day-to-day administration.
- Support inclusive and accessible HR processes by helping ensure recruitment, onboarding, documentation and routine HR administration are delivered fairly, consistently and in line with equality, diversity and inclusion principles.
- Identify opportunities to improve routine HR administration, templates, records and processes, sharing suggestions with the HR Officer or Head of People and Culture.
- Support HR projects and initiatives by assisting with research, data gathering, communications, scheduling and follow-up administration.
- Keep up to date with HR processes, systems and guidance relevant to the role, seeking support where required.

General

Safeguarding and DBS

We believe creating safe, supportive environments is everyone's responsibility. You'll be expected to recognise and act on any concerns relating to the safety, wellbeing, or welfare of children, young people, and vulnerable adults, following our safeguarding procedures and reporting concerns appropriately. You'll keep your safeguarding knowledge up to date through required training, embed safeguarding into your day-to-day practice, and comply with all relevant checks and requirements, including DBS checks where applicable.

Person Specification

	Essential	Desirable
Qualifications and training	• Educated to GCSE level or equivalent, including English and Maths, or able to demonstrate equivalent knowledge and experience. • CIPD Level 3 qualification, or willingness to work towards this. • Evidence of continuing professional development.	• CIPD Level 5 qualification or • Evidence of continuing professional development relevant to HR administration.
Skills and knowledge	• Strong customer service skills. • Good administrative and organisational skills, with strong attention to detail. • Good written and verbal communication skills. • Ability to prioritise routine workload and meet agreed deadlines. • Ability to manage multiple tasks, prioritise competing demands and remain calm and organised when working under pressure. • Ability to handle confidential and sensitive information appropriately. • Ability to use, update and maintain HR information systems accurately. • Ability to collate, check and present routine HR data accurately. • Ability to use spreadsheets, trackers and action logs to record, monitor and report routine HR activity accurately.	
Experience	• Experience of working in an administrative role.	• Experience of working in an HR, recruitment

	• Experience of maintaining accurate records and handling confidential information. • Good working knowledge of Microsoft Office applications, including Word and Excel.	or people administration environment.
Other	• Professional, discreet and able to remain calm and helpful when handling routine queries, competing priorities or sensitive information.	

Job Risk Profile HR Assistant						
	Details of Risk Level					
This Role Involves	Yes	No	Rare	Occasional	Frequent	Examples
Lifting heavy objects between 6 to 15 Kg	✓			✓		Laptops, meeting materials, light equipment, training aids and occasional operational kit Movement of operational equipment or supplies between sites
Lifting heavy objects above 15 Kg		✓				Movement of training equipment or operational resources with support as required
Using equipment to lift, push or pull patients/objects		✓				Handling of equipment, training resources or operational materials
Running in an emergency		✓				Where immediate movement is required during site-based operational oversight or incident attendance
Driving alone/with passengers/with goods	✓			✓		Cross-site travel, meetings, visits to operational bases and occasional transport of work materials
Invasive surgical procedures		✓				When treating patients
Working at height		✓				Exposure during operational oversight, site visits or significant incidents

Job Risk Profile HR Assistant						
	Details of Risk Level					
This Role Involves	Yes	No	Rare	Occasional	Frequent	Examples
Concentration to assess patients/analyse information		√				Analysis of operational data, service performance, staffing, incidents and governance information
Response to emergency situations		√				On-call response, operational coordination or leadership attendance at significant incidents

	Details of Risk Level					
This Role Involves	Yes	No	Rare	Occasional	Frequent	Examples
Clinical Interventions		√				Where operational exposure is undertaken to maintain service understanding or credibility
Informing or dealing with patients / family / carers / employees / stakeholders of unwelcome news	√			√		In relation to staff matters, incidents, complaints or significant service issues When providing leadership support around incidents, complaints or service concerns
Exposure to verbal aggression	√			√		Exposure during operational visits, significant incidents or difficult stakeholder interactions
Exposure to physical aggression	√		√			Exposure during operational visits, significant incidents or challenging service environments

This Role Involves	Details of Risk Level					Examples
	Yes	No	Rare	Occasional	Frequent	
Clinical hands-on patient/client care		√				
Contacts with blood/bodily fluids		√				Operational exposure or attendance at significant incidents
Exposure to unpleasant working conditions dust/dirt/fleas		√				Exposure during site visits, service reviews, exercises or significant incidents
Concentration required when using checking documents, writing reports and analysing statistics	√				√	
Computer Use	√				√	Where postholders are required to use a computer for their role; to assess the frequency and intensity of use