**JOB TITLE:** HR Assistant
**DIVISION/DEPARTMENT:** HR, Operations

1. **OVERALL PURPOSE OF JOB**

To provide administrative support to the Global HR team.

2. **STAFF RELATIONSHIPS**

**REPORTING TO (LINE MANAGER):**

Line managed by HR Manager but working within a matrix structure.

**REPORTING TO JOB HOLDER (LINE MANAGED STAFF):**

None

**PRINCIPAL OTHER STAFF RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT:**

Provides administrative support to the HR function, including the provision of frontline support to staff and managers on operational HR policies and procedures, health and safety matters, and the maintenance of management information. Acts as superuser for the HR functionality of the ERP (Enterprise Resource Planning) system and online learning platforms.

3. **KEY WORKING RELATIONSHPES**

<table>
<thead>
<tr>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
<th>Contact</th>
<th>Level (1-3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>BirdLife Network Organisation Staff</td>
<td>1</td>
<td>General Public</td>
<td>2</td>
<td>Institutional policy makers/Politicians/Corporations</td>
<td>1</td>
</tr>
<tr>
<td>BirdLife Advisory Groups, Committees, Reg. Councils</td>
<td>1</td>
<td>Press &amp; Media</td>
<td>1</td>
<td>Institutional Funders</td>
<td>1</td>
</tr>
<tr>
<td>BirdLife Global Council</td>
<td>1</td>
<td>Regulators/Legislators/Auditors</td>
<td>1</td>
<td>Individual donors/members</td>
<td>1</td>
</tr>
<tr>
<td>Suppliers/Service Providers</td>
<td>2</td>
<td>Scientific Community</td>
<td>1</td>
<td>Royalty/VIPs/High worth Individuals</td>
<td>1</td>
</tr>
</tbody>
</table>

**Level of Contact**

1. = General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
3. = Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.
4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:

**Operational HR Admin Support:**
- Assist with transactional HR activities as coordinated by the HR Officer
- Manage administrative tasks relating to recruitment, new starters, contract changes and leavers across the Secretariat
- Assist in the drafting of contracts, letters and other documentation
- Initiate the university CRSid and office access card process
- Coordinate the Global Induction Programme
- Monitor the probation review process in terms of reminding line managers of key dates
- Act as first level contact for enquiries relating to annual leave and sick absence
- Manage volunteer mailbox and oversee internal volunteer process
- Manage HR and Recruitment Inbox
- Maintain HR intranet pages
- Act as Superuser for the HR functionality of the ERP system, providing advice to employees, managers and regional HR

**Learning & Development:**
- Superuser for online learning
- Support the delivery of an internal programme of learning and knowledge sharing

**Recruitment:**
- Oversee recruitment and selection activities, including preparation of documentation, advertising, interviewing of junior positions and providing guidance and training to those involved in the process.

**HR Management Information:**
- Assist with maintaining HR metrics, KPIs and other management information as required (including staff attendance, sickness, recruitment, exit interviews and appraisals)
- Carry out routine check of key dates (e.g. long service awards)
- Maintain staff organograms

**Health and Safety:**
- Maintain personal and risk assessment records for Cambridge staff
- Deputy to HR Officer in carrying out desk ergonomic desk assessment for all new staff and volunteers

**Other Duties:**
- Provide back up support on other HR administrative tasks as required.
- Support the team with general HR initiatives/Projects
- Work in conjunction with other administrative staff to ensure effective support is provided across the BirdLife International secretariat and provide back up support to BirdLife support team as required.
## 6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

<table>
<thead>
<tr>
<th>REQUIREMENTS</th>
<th>KNOWLEDGE/SKILLS/ATTRIBUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Job Specific Knowledge</strong></td>
<td>A good general understanding of HR processes and function.</td>
</tr>
<tr>
<td><strong>Experience</strong></td>
<td>Experience in a people focused / service delivery role. HR administration skills and experience are an advantage.</td>
</tr>
<tr>
<td><strong>Management &amp; organisational skills</strong></td>
<td>An ability to organise and plan in advance. Accuracy and attention to detail. An ability to remain calm and focused at busy periods. Understand and respect the criticality of maintaining confidential and sensitive data at all times. Confident when handling and analysing data.</td>
</tr>
<tr>
<td><strong>Communications skills</strong></td>
<td>Excellent ability to communicate clearly and concisely, both verbal and written. Tact and diplomacy, and the ability to influence and build positive relationships. People oriented and able to interact with a wide diversity of people. Flexibility when working with other colleagues.</td>
</tr>
<tr>
<td><strong>Creativity &amp; Initiative</strong></td>
<td>An ability to apply initiative, but also to know when to refer upwards; ability to foresee challenges and take steps to limit any problems as far as is possible. Ability to suggest process improvements where needed.</td>
</tr>
<tr>
<td><strong>Computer Literacy</strong></td>
<td>Confident in using office technology and systems, including video conferencing, Microsoft packages and online platforms. Excellent word and excel skills would be an advantage.</td>
</tr>
<tr>
<td><strong>Languages</strong></td>
<td>Excellent use of English essential. Other languages are an advantage. Ability to communicate with those whose first language is not English is essential.</td>
</tr>
<tr>
<td><strong>Travel requirements</strong></td>
<td>None</td>
</tr>
</tbody>
</table>

### OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES

A knowledge of / or interest in conservation, environmental issues and nature.

Prepared by: R Baker  
Date: 25.11.2022