Job Title

Human Resources Administrator

Reports To

Support Services Manager

Job Purpose

To provide comprehensive HR and administrative support across the employee lifecycle within a regulated Residential home environment. The role ensures compliance with employment legislation, RQIA standards, safeguarding requirements and company policies. Responsibilities include maintaining accurate employee records, supporting safer recruitment and onboarding, coordinating mandatory training and managing key compliance processes such as Northern Ireland Social Care Council (NISCC) registration, Access NI checks, GDPR obligations and employee insurance documentation.

Key Responsibilities

Employee Records & HR Administration

- Maintain accurate and up-to-date employee records (electronic and paper-based).
- Administer and issue employment contracts, amendments and associated documentation.
- Manage the HR database, ensuring confidentiality, accuracy, and GDPR compliance.
- Ensure personnel files meet legislative, regulatory and company requirements.
- Monitor right-to-work documentation, qualifications, professional registrations (e.g., NISCC).
- Coordinate annual appraisal processes and maintain appraisal records.

Safer Recruitment & Selection

- Coordinate recruitment activity including advertising, shortlisting, interview scheduling and candidate communication.
- Carryout the Right to Work Checks as per Home Office guide 1st October 2026
- Process applications and maintain recruitment records in line with safer recruitment standards.
- Prepare offer letters, contracts and onboarding documentation.

- Complete pre-employment checks including references, Access NI, right-to-work and regulatory compliance.

Onboarding & Induction

- Manage the full onboarding process for new starters.
- Prepare induction packs and schedules.
- Ensure all mandatory documentation is completed prior to employment commencement.
- Coordinate mandatory training and ensure new starters meet initial compliance requirements.

Training & Development

- Maintain training records and monitor compliance with mandatory training requirements.
- Schedule and coordinate training programmes and refresher courses.
- Produce training compliance reports for management.
- Support managers in identifying training and development needs.

Employee Relations Administration

- Provide administrative support for disciplinary, grievance, capability and absence management processes.
- Prepare correspondence, meeting notes and maintain confidential case files.
- Ensure all processes are documented accurately and in line with legislation and company policy.

Leavers & Offboarding

- Coordinate employee exit procedures.
- Prepare resignation acknowledgements and termination documentation.
- Ensure return of company property and completion of offboarding checklists.
- Maintain accurate records of leavers.

Regulatory & Safeguarding Compliance

- Administer and monitor NISCC registrations and renewals.
- Process Access NI applications and maintain secure records.
- Monitor expiry dates for registrations, certificates and compliance checks.

- Support adherence to RQIA standards and safeguarding requirements.

GDPR & Data Protection

- Ensure HR records are maintained in line with GDPR and data protection legislation.
- Handle confidential information appropriately and securely.
- Support data audits and document retention processes.
- Respond to employee data requests in accordance with policy.

Uniform & Equipment Management

- Coordinate uniform orders, distribution and stock control.
- Maintain records of issued uniforms.
- Liaise with suppliers regarding orders, replacements and returns.

Employee Vehicle Insurance

- Manage business-use motor insurance documentation.
- Monitor expiry dates and obtain updated certificates.
- Maintain records of authorised drivers and ensure compliance with policy.

General Responsibilities

- Produce HR reports and management information as required.
- Support HR projects, audits and continuous improvement initiatives.
- Maintain professionalism, confidentiality and a positive working environment.
- General administrative duties, such as answering the telephone, filing and undertake any other duties appropriate to the role as delegated by management.

Person Specification

Essential Criteria

- At least 1 year's previous experience in HR administration.
- Strong organisational and administrative skills.
- Excellent attention to detail and accuracy.
- Experience handling confidential and sensitive information.

- Excellent Communication Skills
- Strong IT skills, with proficiency in Microsoft 365 applications and the ability to use a wide range of software systems, databases, and digital technologies effectively.
- Knowledge of employment legislation and HR best practice.
- Ability to manage multiple priorities and meet deadlines.

Desirable Criteria

- CIPD qualification or working towards CIPD membership.
- Experience within health or social care settings.
- Knowledge of NISCC and Access NI processes.
- Understanding of GDPR and data protection requirements.

Key Skills & Behaviours

- Strong communication and interpersonal skills.
- High levels of confidentiality, discretion and professionalism.
- Effective time management and organisational ability.
- Problem-solving and sound judgement.
- Accuracy in record-keeping and compliance monitoring.
- Ability to work independently and collaboratively.
- Compassionate and supportive approach aligned with care-home values.

All employees of the Towell House Residential Home are legally responsible for all records held, created or used as part of their duties within the home to include resident, corporate and administration records whether paper-based or electronic. All such records are public and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and the Data Protection Act 1998. Employees are required to be up to date with the home's policy and procedures on records management and to seek advice if in doubt.

This job description will be subject to review in the light of changing circumstances and may include any other duties and responsibilities as may be determined in consultation with the job holder. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works. Towell House is an equal opportunities employer as regulated facility applicants should be aware an enhanced access NI check is required for this post. Applicants should also be aware a trace on your access NI check does not necessarily disbar from employment. Each case is assessed individually. Towell house has a written policy on the secure handling, use, storage and retention of disclosure information. This is available on request from Towell house. The Towell Building Trust LTD has a written policy on the recruitment of ex- offenders. This is available on request from Towell House.