

**ST IVES SCHOOL OF PAINTING  
JOB DESCRIPTION**

**We are creative** – *passionate about our mission, resourceful and innovative.*

**We are courageous** – *challenging ourselves and others to keep learning.*

**We are caring** – *we work collaboratively with a generous spirit striving to deliver quality in everything we do.*

**1. ROLE DETAILS**

<b>Job Title</b>	Operations and Human Resources Administrator
<b>Main purpose of job</b>	Work closely with the Head of Operations to provide administrative support.
<b>Hours/Shift Pattern</b>	15 hours which can be worked flexibly either 4 half days or 2 whole days
<b>Work Base</b>	35, Back Road West, St Ives TR26.
<b>Travel</b>	Minimal. However, Business Car Insurance is required if the postholder uses their private car on business and therefore the postholder is responsible for ensuring they are covered
<b>Contract type</b>	Permanent

**2. COMMUNICATION AND WORKING RELATIONSHIPS**

- |    |                 |   |
|----|-----------------|---|
| a) | Responsible to: | Head of Operations and HR.                          |
| c) | Liaison with:   | Director, all staff, tutors, agencies, contractors. |

**3. SPECIAL QUALITIES**

A reliable, self-motivated person with a positive attitude and resourceful nature. You are an excellent communicator, great at putting people at their ease. This means you quickly and confidently solve issues and work out what people need you to do for them. You take pride in what you do. Able to work accurately and on your own initiative, you learn new skills quickly, adapt to role changes and tasks in a busy workplace. Even under stress you keep a sense of humour and always stay professional and friendly. Your confident and friendly manner comes across clearly in all forms of communication.

**4. KNOWLEDGE, SKILLS AND EXPERIENCE**

**You Must have:**

1. Good administrative experience ideally in a human resources role
2. Strong communication skills, both written and spoken, with the ability to build and sustain good working relationships with tutors, staff and contractors.
3. Strong IT skills particularly in Word, Excel and Teams. Able to learn new packages quickly
4. Numerically competent.
5. Office experience.
6. Experience of taking minutes of meetings
7. Well organised and able to coordinate a range of tasks.
8. Able to prioritise and deliver to tight constraints.
9. High attention to detail.

**You might also have:**

10. Knowledge and understanding of employment law
11. Knowledge of business compliance including health and safety, data protection and security, confidentiality and safeguarding.

**Behavioural Competencies**

Competencies are based on our organisational values of being Caring, Creative and Courageous.

**Caring. You**

- Are confident, sensitive and calm in challenging situations
- Take time to build effective relationships with customers and colleagues.
- Are caring and compassionate
- Understand how your behaviours can be interpreted and consider the impact you have on others.
- Enjoy working as part of a team
- Are a confident and sensitive problem solver. Empathetic, personable and skilled at negotiating and resolving issues

**Creative. You**

- Are self-motivated, pro-active and able to work unsupervised using your initiative to come up with solutions to problems.
- Look for opportunities to work with, learn from and share with others
- Are flexible and open to change
- Regularly look to improve the way you do things

**Courageous. You**

- Listen attentively, question thoughtfully, challenge openly and encourage others to do the same
- Challenge ineffectiveness and remove obstacles to enable yourself and others to succeed.
- Learn from failure and honest feedback without being discouraged

**5. Duties and Responsibilities**

1. Provide administrative support on the recruitment and selection of staff, advertising, setting up interviews and tests.
2. Administration duties in relation to the successful appointment of new staff and contractors including issuing contracts, setting up on payroll, arranging references, undertaking employment checks.
3. Liaison with managers to ensure induction, probation and appraisal reviews are undertaken and any follow up action implemented.
4. Maintaining HR systems including the online absence management system (annual leave, sickness, TOIL) and ensuring entitlements are correctly applied and procedures followed.
5. Maintaining confidential personnel information including contracts, contract changes, training, liaison with Youth Arts Manager to ensure DBS checks are up to date.
6. Providing support in work reviews and change processes that impact staff including updating job descriptions.
7. Acting as a point of contact for the team on all HR matters providing staff with information, responding to any queries or problems that they might have and escalating any issues to the Head of Operations.
8. Assisting with the administration of leavers and updating records.
9. Understand the key compliance policies and procedures to ensure these are followed as required such as health and safety, data protection and safeguarding.
10. Maintain inventories of equipment and school property
11. Oversee the setting up of MS accounts and any IT issues
12. Organise meetings, book rooms and take and distribute minutes
13. Undertake any other tasks required to ensure the School runs smoothly

**6. OBLIGATIONS**

- a. This job description is subject to the Terms and Conditions of Service of the Charity.
- b. This job description is subject to the Policies and Procedures of the Charity and all staff are required to acquaint themselves with those applicable to this post.
- c. Under the Health & Safety at Work Act 1974, the Charity has a duty to ensure as far as is reasonably practicable, the health, safety and welfare of all its employees. There is also a duty of care on all employees under the same legislation.
- d. You will be required to comply with Data Protection legislation and policies and procedures.
- e. You will be required to comply with Safeguarding policies and procedures.
- f. This job description will be subject to annual review and amended to meet the changing needs of the Charity