



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the postholder.

Job title: HR Administrator
Department/Division: Human Resources
Accountable to: HR Operations Team Lead

Job Summary

The HR Operations Administrator is responsible for providing excellent administration support to all cluster areas of the School, including:

- Recruitment System Support (Senior Academic, Research and Professional Services)
- The New Starter Experience (Offer Letters, Onboarding and Data)
- Employee Lifecycle Management
- Employee Data and Information

The role holder should be committed to the delivery excellent customer service and providing accurate and timely advice and support to customers via email, telephone and in person. The HR Operations Administrator will maintain a positive and professional image of the Human Resources Division, working to deliver high-quality administration; providing a customer-focussed service in a high-performing and collaborative team.

Duties and Responsibilities

Customer Service:

- Providing a timely, proficient and professional level of customer service to all employees across the School.
- Effectively managing and responding to high volume information requests and queries, providing efficient, high quality and accurate responses at all times for both internal and external customers.
- Providing cover (during lunch/annual leave) to the HR front desk operating a professional service at all times.
- Operating in a solution-focussed manner in order to resolve queries effectively.
- Working closely with your peers and team to create a culture of excellence in your areas of responsibility.

Recruitment Administration:

- Advertising jobs via the e-Recruitment system and liaising with external advertising agencies, where appropriate, ensuring jobs are activated in line with agreed time lines.
- Provide advice and support to recruiting managers on the recruitment process and use of the School's e-Recruitment system.
- Throughout the applicant recruitment journey, the post holder will be responsible for communicating with applicants by both email and telephone to answer queries.



- Ensuring successful candidates are exported from the e-Recruitment system and uploaded to the HR System within the appropriate timescales.
- Supporting Senior Academic Recruitment and working with the HR Adviser to ensure compilation of interview schedule, room bookings, ordering of refreshments along with collation and distribution of committee packs.
- Administering appointment letters, carrying out DBS checks as needed along with ensuring each employee has shown proof of Right to Work on or before the employee commences their first day of employment.
- Creating the employee file for new recruits, ensuring accurate date input for processing to payroll.

General HR Administration:

- Preparing and circulating all letters relating to contract variations, resignations and redundancies; ensuring all staff records are accurately maintained on the HR System and communicating changes to the Payroll team as appropriate.
- Actively support the streamlining of processes and identifying management information (MI) and system requirements that both support and add value to the work of the HR Division.
- Maintaining employee records in line with School Policy and General Data Protection Regulation (GDPR).
- Act as a Web Contributor for the HR website, working with HR Web Authors to ensure allocated web pages are up-to-date and accurate at all times.

Communication:

- Recognising the most appropriate form of communication within each situation and adapting your style accordingly.
- Responding to queries via phone, email, and in person in a coherent and well informed manner.
- Ensuring appropriate avenues are explored prior to responding to queries in order that the responses are informative and clear.

Other:

- Providing reports to the HR Operations Lead on HR Administration Key Performance Indicators (KPI's) on a monthly basis.
- Taking a collaborative approach to project work, ensuring the HR Operational plan is well supported and implemented within your areas of responsibility.
- Assist with other HR Administrative duties as required.

Note

The LSE has a progressive pay structure that rewards you with annual pay increases up to a certain level as you develop in your role. We also provide for further reward past this point in the form of further pay increases based on exceptional performance.

Flexibility

To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above.

Equality and Diversity

To uphold the School's commitment to equality of respect and opportunity, as set out in the [Ethics Code](#), we will treat all people with dignity and respect, and ensure that no one will be treated less favourably because of their role at the School, age, sex, disability, gender identity, race, religion or belief, sexual orientation, marriage and civil partnership, pregnancy and maternity, or social and economic background. For the full Equity, Diversity and Inclusion policy statement, please see the [EDI website](#)



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Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.