

**HR Team is currently seeking to recruit for the following position:**

## **Receptionist**

### **About HR Team**

HR Team offers employment law and strategic human resource services to employers in Northern Ireland, Ireland and the UK.

### **About The Job Role**

**Job Title:** Receptionist

**Contract Type:** Permanent

**Hours of Work:** Full-time (9am – 5.30pm, Monday to Friday)

**Salary:** Negotiable and depending on experience

**Location:** Flexible (open to fully remote or hybrid with office base in Ebrington Square Derry~Londonderry)

### **PURPOSE OF JOB ROLE**

**To assist HR Consultants with various HR and employment law issues, covering mainly Northern Ireland, Republic of Ireland and Great Britain jurisdictions.**

The role will include the execution of operational duties to service the Company's client base in relation to HR and employment law services; and to develop your skills, knowledge and experience in a reception role.

Your expertise in the following areas will be required:

1. Be the main reception contact for clients of HR Team. Answer all calls that come through to the HR Team Office in a professional and courteous manner.
2. Live by our "Client First" Value.
3. Respond to client emails and calls in the appropriate manner.
4. Upskill knowledge and expertise using the resources provided by HR Team.
5. Manage client calls and complete daily call logs ensuring that there is seamless communication internally and all calls are addressed.
6. Transfer calls to HR and Employment Law Consultants with the appropriate information.
7. Learn and digest the names of clients and build a rapport with clients via telephone.
8. Administer HR-related documentation, such as bespoke HR-related letters, policies, procedures, contracts of employment and employee handbooks.
9. Ensure service standards for HR Team clients are to a high standard and in line with the company values.
10. Manage any potential new client enquiries that come via telephone ensuring that they receive the correct information and follow up has been executed.
11. Respond to enquiries into HR Team services through the telephone and website, ensuring that any interested parties are provided with the relevant quotations and brochures. Follow up on enquiries in line with the relevant standard operational procedure.
12. Co-ordinate the regular webinars that are run by HR Team; including the writing of promotional content for webinars, providing content to the marketing team, ensuring the correct audience is reached, booking the webinar on Zoom, introducing the presenter and following up on attendees to obtain feedback.
13. Co-ordinate meetings with clients and manage the diary of the directors.
14. Liaise with HR and Health and Safety consultants to ensure client needs are met.
15. Administer the organisation of disciplinary, grievance, absence review and any other meetings that HR Team has been appointed to carry out on behalf of the client.
16. Take minutes, manage the organisation of gathering evidence and compile investigation reports and accompanying documents for grievance and disciplinary cases, where applicable.
17. Provide administrative support in relation to a client filing system (online) so that files can be easily accessed.
18. Manage the HR Team client relationship management system (CRM) to ensure that it is always updated with calls, emails and correspondence from clients. Update this for the Directors as and when required.

19. Organise training workshops and webinars as per the needs of the business.
20. Assist with the preparation of training materials for the trainer and slides ensuring content is engaging. Where required, order refreshments and follow up with the clients after the training has been completed. Be present on the days of training workshops to welcome attendees and co-ordinate the schedule.
21. Assist with website content in relation to employment law, case law and human resources. Carry out regular audits ensuring the content is up to date, accurate and complies with relevant legislation.
22. Stay abreast of all employment legislation updates in Northern Ireland, Republic of Ireland and Great Britain.
23. Pay attention to detail at all times when devising/revising documents, writing emails and giving advice to clients. Always double check your work before sending to a client.

## **THE PERSON**

### **Essential Criteria:**

- A minimum of 1 years' experience in reception / administration
- An understanding of employment law and HR
- Experience of administering a high volume of paperwork
- Excellent communication and client satisfaction skills
- High Proficiency in Microsoft Office (Outlook, Word, Excel, Power Point).
- Strong organisational and team working skills.
- Strong analytical and problem solving skills with the ability to pay attention to detail.

### **Desirable Criteria:**

- Experience in a legal or HR capacity

### **Key competencies required for the role**

- Client First, always
- The ability to work in an efficient and timely way
- A solutions based attitude
- High attention to detail
- The willingness and ability to continuously develop skills and knowledge
- Strong Commercial Focus

The ideal candidate will have a strong interest in working with all parts of HR / Employee life cycle.

### **How to Apply:**

To apply for this position, please send your CV outlining how you meet the criteria, your current salary and when you would be available to commence employment, to [breda@hrteamservices.com](mailto:breda@hrteamservices.com) before **Wednesday, 5<sup>th</sup> July 2023.**