

## **Role Description and Responsibilities**

**Role:** HR Apprentice

**Reporting To:** HR Manager

**Department:** HR Department - Norwich Office

**Contract:** Full-time (Mon-Fri 9am – 5pm)

**Salary:** £18 000 per annum

**Benefits:** Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Gym discounts, holiday trading scheme.

## **About us**

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification.

We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

## **Apprenticeship**

Learn As You Earn – Start your HR career with QMS International

Are you interested in starting out on a great career path? A qualification and a career at the same time? It really doesn't have to be one or the other. Learning and earning within an apprenticeship means you get both – a qualification and a career.

What will you learn:

- Provide support on HR related topics (employee lifecycle, employee relations issues, problem solving, meeting notes)
- Execute employee administration ensuring that it is managed accurately and timely
- Collect and input data, provide metrics through reports to the HR Manager
- Support initiatives including events, on-boarding, engagement and charitable activities.

On successful completion of the apprenticeship you will achieve:

- HR Support L3 apprenticeship standard
- CIPD Diploma in HR Practice – L3

## **Role Description**

This newly create role will support the HR function and embark on a learning and development path. We are seeking someone who is passionate about working in HR and gaining a recognised qualification. You will be an excellent communicator, with first-class organisational skills and the ability to act both professionally and maintain confidentiality. The team is responsible for the full employee lifecycle, administering company benefits, running engagement and charity activities as well as continuously improving the HR service delivered to colleagues.

Duties will include, but are not limited to:-

- Creating and maintaining accurate employee records, systems and files

- Preparing a wide range of communications including letters, announcements and articles
- Support the organisations engagement, wellbeing and charities strategies including actively getting involved in events.
- Participating in the recruitment and selection process
- Providing HR administrative support including the on-boarding of new starters, contract changes, processing benefits (Health care, Holiday Trading & Breadcards) and processing leavers
- Supporting learning and development initiatives
- Providing first line support for resolving general HR queries
- Contributing towards process improvements

### Skills

- Ability and willingness to study which include 20% off the job training
- Able to operate in a fast-paced environment
- Excellent team working skills
- Demonstrate drive and passion for engagement, wellbeing and supporting good causes
- Excellent communication skills (both verbal and written) and a polite and friendly
- Good organisational skills and the ability to multi-task and prioritise
- Knowledge of MS Office Suite (Word, Excel, PowerPoint, Outlook etc.)
- Attention to detail
- Ability to remain calm and focused during pressured situations

### Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.

*Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.*

