

## Job Description

**Job Title:** People Administrator - Apprentice

**Location:** Malvern head office with hybrid working available

**Reporting to:** People Manager

**Contract:** Monday-Friday (37.5 per week), flexible working schedule

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## The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software, and content, and they are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people who use our technology.

At Smartbox, we believe everyone has the right to a voice. This is the principle the company was founded upon nearly 20 years ago, and it remains true today. Our users represent a diverse community of individuals, and we strive to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

## The Job

We have a fantastic opportunity for an enthusiastic individual to join our People Team as a People Administrator - Apprentice. This role is available in a fast-growing, forward-thinking technology business, where we are driven by giving people a voice and independence.

As the People Team, we work closely with other departments across the business, you'll need great communication to help build strong relationships.

You will need to be willing to complete the Level 3 Apprenticeship, starting in your first year and we will give you the tools you need to succeed. We'll help you develop your career, learn about the full employee lifecycle and get you up to speed with HR processes, policies and procedures. Hopefully, this isn't just a new role, it's a whole new career!

There is the possibility that upon successful completion of the apprenticeship, a permanent role may be available within the People Team.

Duties will include:

- To undertake a Level 3 HR Support Apprenticeship and apply learnings and best practices to the role.
- Comply with all requests from the Apprenticeship provider including completing all assignments, and end-point assessment, while ensuring availability for all scheduled learning sessions as required.
- Supporting the People Team with various project work and general admin tasks.
- Proactively build strong relationships with all Smartboxers.
- Prioritise and manage workload in alignment with your personal objectives and company goals.
- Maintain accurate and full employee records.
- Assisting with recruitment by communicating with Managers and applicants, organising interviews and maintaining records.
- Answering general queries from team members, managers, and external stakeholders and managing the Smartbox jobs inbox.
- Responding to general queries face to face, by telephone, by Microsoft Teams, and by email and passing on more complex queries to appropriate team members.
- Supporting the People Team with the organisation of learning and development courses including booking rooms, delegates list, coordinating with external providers, and arranging equipment for the session.
- Allocation of training modules to team members on our training platforms, issuing reminders and maintaining an accurate record.
- Preparation and issue of confidential documentation (including offer letters, written statements of particulars, job descriptions, employee contracts etc).
- Monitor probationary periods for staff and ensure that probationary reviews are carried out within designated time frames.
- Liaise regularly with employees on any HR or employee queries.
- To assist with the annual employee performance appraisals, collating and logging all returned appraisals.
- To maintain databases, filing systems and scan/photocopy documents, as required.
- Will undertake reasonable instructions and tasks from senior personnel, commensurate with the nature of the job and in the best interests of the company.
- Ensure GDPR compliance in all administrative tasks.
- Support the People Officer with recruitment compliance by processing right-to-work checks and DBS checks.

*The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.*

## Essential skills/attributes

- Good communication and people skills.
- Committed to delivering a high level of customer service, both internally and externally.
- Ability to work with multiple priorities.
- Ability to handle confidential information with discretion.
- Experience in using MS Word, Excel, and Outlook.
- Educated to at least GCSE standard, with five passes at Grade C (or equivalent) including English and Mathematics.
- Year or more of proven success in an administration or similar role.
- A genuine interest in developing a career in HR.

## Useful skills/attributes

- Basic understanding or interest in employment law and human resources practices.

## Additional Information

- In this role, you will have the flexibility to work between your home and our office locations in Malvern and Bristol. For this role, we require the candidate to work in the Malvern office at least twice a week as a minimum.
- You will need to maintain a good understanding and knowledge of all our products and their uses.
- This is a full-time, hybrid, temporary position for 2 years.

## Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension.
- Group Life Assurance.
- Income Protection.
- Private Medical Insurance.
- 25 days holiday plus public holidays.
- Onsite parking.
- Laptop and home working IT kit provided.
- Flexible working.
- Cycle scheme.
- Office snacks.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.

- Complimentary theatre and cinema tickets to Malvern Theatres.
- EV car scheme through salary sacrifice after 2 years' service.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

## How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

## Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: [jobs@thinksmartbox.com](mailto:jobs@thinksmartbox.com).