



## Job Description

Job Title: HR Assistant  
Location: Great Malvern, Worcestershire  
Reporting to: Head of People and Culture  
Contract: Full-time

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### The Company

Smartbox creates technology that gives a voice to people that don't have speech. Our products include a combination of specialist hardware, software and content and 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 that use our technology.

At Smartbox we believe everyone has the right to a voice. This is what the company was founded upon nearly 20 years ago and remains true today. Our users represent a diverse community of individuals and we want 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 are looking for an experienced HR Assistant to join our People Team to support our current growth and offer support to The Head of People and Culture on all aspects of HR across the business.

This includes a broad range of activities across the employee lifecycle from recruitment, onboarding, training, employee relations, and general office and employee administration.

Duties will include:

- Maintaining employee records, writing employee letters, references and contracts, tracking absences and annual leave, and general administration.
- Liaise regularly with employees on any HR or employee queries
- Provide administrative support to the Head of People and Culture
- Pro-actively build strong relationships with all Smartboxers and Heads of Department
- Lead on Diversity, Equality and Inclusion initiatives across Smartbox
- Liaise with external contractors including cleaners, specialist engineers, alarm security and others. Booking in work, reviewing current contracts and where applicable make changes and improvements.
- Prioritise and manage workload in alignment with your personal objectives and company goals.

# Smartbox

In order to be successful, you will have previous experience of working as an HR Administrator or Assistant and be able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.

*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

- Strong interpersonal skills and the ability to build rapport with colleagues, clients and external contractors
- Ability to work both independently and as part of a team.
- Willingness to undertake a variety of administrative tasks.
- Strong personal and organisational skills

## Useful skills/attributes

- CIPD Level 3 or working towards this (continued support to complete this will be provided)
- Some general business administration experience
- Intermediate Microsoft excel and Microsoft teams

## Rewards and benefits

Smartbox offers comprehensive benefits including:

- Company Pension
- Group Life Assurance
- Income Protection together
- Private Medical Insurance
- 25 days holiday plus public holidays
- Onsite parking
- Laptop provided
- Flexible working
- Cycle scheme
- Office fruit
- We are passionate about our people and offer many social events including a family weekend away, social outings and a Christmas party each year

We welcome applications from all communities and those from diverse backgrounds and groups.