



Job Description

Job Title: HR Administrator
Location: Great Malvern, Worcestershire
Reporting to: Head of People and Culture
Contract: 5 days a week (full-time)
Salary: £20,000 - £22,000 depending on experience

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 Administrator to join our People Team to support our current growth and offer support to the HR team on all aspects of HR across the business. This includes a broad range of activities across the employee lifecycle, including arranging interviews, taking meeting minutes, processing new starter paperwork, processing reports for our Head of People and Culture and general office and employee administration.

Duties will include:

- Maintaining employee records, writing employee letters, references and contracts, and general administration.
- Maintaining and reporting on absences, sickness and annual leave.
- Liaise regularly with employees on any HR or employee queries.
- Provide administrative support to the Head of People and Culture.
- Proactively build strong relationships with all Smartboxers and Heads of Department.
- Conduct right to work, DBS and driver license checks.
- Coordination of training sessions, social events and other team and company initiatives.
- Liaise with external contractors including insurance providers, 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

To be successful, you will have previous experience of working as an HR Administrator or office manager/administrator with a passion to help people.

The ability to 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 is required.

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.
- Attention to detail in your work whilst working in a fast-paced environment.

Useful skills/attributes

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

Additional Information

- In this role, you have the flexibility to work remotely and in our Malvern office. Our working hours are between Monday – Friday from 7 am – 7 pm, with core team hours between 9 am – 5:30 pm.
- Working between the office and your home is possible, during the COVID period and beyond. Minimum 2 days a week required in the Malvern office longer term.

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 and home working kit provided
- Flexible working
- Cycle scheme
- Office fruit
- Complimentary theatre and cinema tickets to Malvern Theatres
- 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.