

Role (Full-Time)	HR Assistant
Department:	HR & Training
Company Summary	
<p>Debt Free Direct Limited is part of the Fairpoint Group (a publicly listed company) established in 1997.</p> <p>We are UK's leading provider of advice and solutions for people with serious debt problems and our mission is to improve lives by solving debt stress and our vision is to be UKs most efficient debt solutions provider.</p> <p>Based in Adlington, Lancashire, we employ over 420 employees and handle enquiries from thousands of people every month. The range of solutions we provide have helped thousands of people regain control of their finances.</p>	
About Us	
Do you want to make a difference?	Are you passionate about customer service?
Do you enjoy working with people?	
<p>If you've answered yes to the above, then this could be the role you've been waiting for. Our employees tell us that the best thing about working at Fairpoint is getting the chance to help change peoples' lives.</p> <p>Working at Fairpoint offers you the chance to work in a welcoming friendly environment, a fun, vibrant atmosphere, with teams of people who enjoy working together to make a difference. If this sounds like the sort of company you want to work for, then we want to hear from you.</p> <p>Our standards are high and that's why we need to recruit the best calibre candidates who will grow and develop as the company develops, we also ensure that we reward our employees for their efforts with a generous performance related pay scheme, matched contribution pension, money saving products and services, childcare vouchers, annual leave purchase scheme, and much, much more.</p>	
Role Summary	
<p>This is a fantastic opportunity for an experienced administrator to join a busy HR department. This is a position which offers great scope for development and the opportunity to study for a professional qualification.</p> <p>This role predominantly involves working with the HR Team to advice managers on various HR policies and practices. Our ideal candidate will have excellent customer service skills, be able to communicate confidently and be enthusiastic in delivering an excellent service. The ideal candidate will have excellent organisational and IT skills.</p>	
Key Responsibilities	
<ul style="list-style-type: none"> • Advertising current positions with various online job boards, including the company website; • Liaising with various recruitment agencies to arrange interviews and selection testing; • Ensuring recruitment agencies agree and return the Terms & Conditions • Designing posters to promote initiatives on our internal notice boards • Case managing recruitment, including; Supporting managers and team leaders in managing the recruitment process which will include undertaking telephone interviews, taking notes in interviews, organising assessments and selection tests for candidates. • Contacting candidates to advise of our current vacancies and arrange interviews and selection tests. • Updating the recruitment records on a daily basis. • Supporting the HR Manager and HR Advisors in managing recruitment across the company, • Using job search functions to search for candidates for various roles; • Advising managers on recruitment and selection process in line with our policy • Working with HR Manager to undertake regular review of recruitment and selection methods; • Producing various recruitment statistics/reports as and when required; • Working with the HR Team to meet recruitment targets; • Updating recruitment agencies with our recruitment requirements. • Providing guidance, advice and support to managers on various HR processes which include new starters • Supporting the HR Advisors in undertaking various investigations; • Reviewing HR processes and ensuring effective implementation within the business; • Working with HR team to drive and promote various HR initiatives, which includes rewards and benefits • Ensuring HR records are maintained and up to date • Compiling HR reports from Sage HR and various documents • Auditing HR data on a regular basis and updating various records including Sage HR 	

- Assisting HR Manager in promoting various reward and recognition initiatives
- Supporting the HR Team in setting up various reward schemes
- Providing assistance to HR Manager in coordinating pay review process
- Processing new starters information, including; compiling offer letters and contracts of employment, applying for references, inputting information onto Sage HR, completing new starter checklists, providing reminders to line managers for probation reviews.
- Processing leavers information, including; issuing letters outlining the details of termination of contract, checking leavers forms and liaising with finance.
- Undertaking various HR Tasks and projects which include; Buy & Sell Annual Leave, Railcards, Directors & CEO Awards, Breakfast Briefings, Town Hall Meetings and employee surveys

Specific Skills & Experience

Desirable

- Previous experience of using a HR database;
- Previous experience in a HR Department would be an advantage.

Essential

- Previous experience of working in a busy office environment;
- Experience of working in a customer service role;
- Confident communication skills;
- Experience of using Microsoft Word, Excel and Outlook;
- Ability to work under pressure;
- Organised and able to work in a methodical manner.

Please note that you will need to meet the essential criteria for this role to be successfully shortlisted.

Hours of Work

Hours of work are 37.5 hours per week, Monday to Friday 9:00am to 5:00pm, however for this role there is an expectation for overtime to meet the needs of the business.

*Please note that there is an expectation for you to be flexible and although the standard hours are detailed above, these could change in accordance with business needs, in which case you will be informed in advance.

Closing Date

All applications must be made in writing with a covering letter detailing currently salary and benefits, salary expectations and a current CV. Please ensure that you account for all gaps in your employment and detail how you meet our essential criteria and if applicable desirable criteria.

Applications must be received by 12.00pm on 31st January 2012.

Selection Process

The selection process for this role will consist of the following once you have been shortlisted:

- Stage One:** Selection Tests (UK Financial Maths and UK Vocabulary followed by an in-tray exercise)
- Stage Two:** Competency Based Interviews
- Stage Three:** Reference Checks

Please note that candidates who have passed the selection tests may be interviewed on the same day. We will inform you in advance if this is likely to take place.

Salary and Rewards

Salary for the role is between £12,000 to £16,500 depending on experience (salaries will start at £500 less than the starting salary and will increase after the satisfactory completion of a three month probation period)

- This role offers the opportunity to undertake a course in HR (Certificate in Personnel Practice, which will be fully funded by the company, total value of this is around £1000)
- Generous Bonus Scheme
- Holidays – Up to 25 days plus 8 public holidays
- Buy and Sell Annual Leave Scheme (up to 5 days per annum)
- Up to 3% matched contributory Pension Scheme
- Save as You Earn Scheme
- Life Assurance
- Employee Discount Scheme (includes 1000s of High Street Retailers)

- Childcare Vouchers
- Discounted Healthcare
- Corporate Gym Membership
- Cycle to Work Scheme
- Loyalty Awards
- Discounted Rail Cards(available via seasonal loans)
- Money saving products and services (including gas, electricity, home, car and phone insurance)
- On-site Canteen, free hot drinks, car parking, onsite internet access and dress down every Friday and a referral scheme which pays up to £1000.
- Development opportunities to undertake NVQs and Microsoft Office Courses

Important Information

Due to the volume of applications we receive we are unable to respond to all applicants. If you do not hear from us within four weeks please assume that your application has been unsuccessful.

How To Apply and Contact Information

Further details about our career opportunities and about us can be found on the careers page, which can be found by visiting www.debtfreedirect.co.uk/careers. You can also find out more about us by downloading a copy of the Candidate Information Guide or requesting a copy by contacting the HR Team on the email address below.

If you have any questions regarding your application then please do not hesitate to contact a member of our HR Team on 0844 826 1308 or email us on careers@debtfreedirect.co.uk.

Our Offices

Our office address is Fairclough House, Church Street, Adlington, Lancashire, PR4 7EX. We are easily accessible by car and directions to our office can be found on our website by visiting www.debtfreedirect.co.uk/careers