

GROUNDWORK

CHANGING PLACES
CHANGING LIVES



JOB DESCRIPTION

JOB TITLE:	Administrator – HR, Facilities & Compliance
HOURS:	18 – 22 hours per week
REPORTS TO:	Facilities & Compliance Manager
LOCATION:	Head Office, Newton Aycliffe

JOB SUMMARY

As an Administrator supporting our HR, Facilities, and Compliance Team, you will play a key role in providing a proactive and responsive administrative service in a dynamic and varied environment. You will support essential people and operational services that ensure safe, effective business operations and contribute to a positive workplace culture. You will help deliver a high-quality and responsive service across the organisation.

This role requires excellent communication and interpersonal skills, strong attention to detail, and the ability to manage confidential information with discretion. A positive, flexible, and “can-do” attitude is essential.

Our Team enjoy being part of the Groundwork community—where no two days are the same and every contribution supports our mission to make a meaningful difference in local communities.

KEY TASKS

HR Administration Support

- Maintain accurate and current HR systems, processes, and records, ensuring data integrity and compliance.
- Support the maintenance and development of the online HR system, including system administration, data accuracy, troubleshooting, reporting, and responding to employee queries.

- Process criminal record checks through the Disclosure & Barring Service (DBS) and monitor ongoing compliance.
- Respond to HR-related enquiries via email and telephone, routing as appropriate.
- Support initiatives related to the organisation's Health Award, including staff wellbeing campaigns and promotions.
- Administer the organisation's Training Platform, analyse reports, address staff queries, and monitor completion rates.
- Coordinate and promote internal and external training opportunities.
- Raise purchase orders and process invoices for HR-related activities.
- Maintain staff records, ensuring all required documentation is complete and up to date.
- Draft and issue routine staff correspondence as directed.
- Provide administrative support to the Staff Forum and other meetings as required.
- Contribute to HR projects and initiatives as directed by team members or management.

Volunteer Support

- Support the recruitment and administration of volunteers.
 - Promote volunteer opportunities.
 - Process volunteer applications and maintain accurate records.
 - Coordinate relevant vetting and compliance checks.
 - Support the volunteer onboarding process.
- Maintain an up-to-date volunteer tracker and database.
- Work with the HR Team to update and maintain the volunteer information pack.

Health & Safety, Facilities & Compliance Support

- Respond to incoming enquiries via team mailboxes and phone, handling routine matters and directing queries as appropriate.
- Liaise with contractors to schedule and confirm service and maintenance visits, ensuring documentation is received and filed correctly.
- Source supplies, raise purchase orders, and process invoices to support efficient facilities and health & safety management.
- Track and log accident and incident reports accurately, escalating to the Facilities & Compliance Manager when required.
- Maintain up-to-date systems, processes, and records related to facilities, health, and safety compliance.
- Support compliance audit activity across offices.
- Provide general administrative support to the Facilities & Compliance Manager to ensure a responsive and effective service across the organisation.

Additional responsibilities

- Comply with all organisational policy, procedures and systems.
- To be aware of, and assume the appropriate level of responsibility for, safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.
- Play an active role in the team and actively promote a positive image of Groundwork internally and externally.