

<b>Role:</b>	Team Support Officer
<b>Department:</b>	HR Advisory - Cantium Consultancy
<b>Salary</b>	From £22,182 per annum
<b>Responsible to:</b>	HR Consultancy Manager / Senior Team Support Officer

### Job Purpose:

To support the Consultancy Team by managing a number of administrative processes including complex redundancies, restructures, TUPE transfers, ill health retirements and Headteacher recruitment in schools and academies.

To provide, a full administrative service for the HR Consultants in both the East Kent and West Kent teams.

To line manage the HR Administration Assistant based in East Kent

To show a high level of interpersonal and communication skills in dealing tactfully and efficiently with Cantium staff, the Public, Headteachers, Governors, LA Officers, and other clients of Cantium.

To work collaboratively with the wider HR Administrative Consultancy Support Team to ensure a consistent service for consultants, clients of Cantium Consultancy and Cantium staff.

### Main duties and responsibilities:

- Manage the administration of complex redundancy and restructure processes. Advise customers on their legal obligations and provide key documentation. Prepare timelines and liaise with trade unions in line with redundancy procedures. Prepare formal consultation letters. Liaise with the consultants, HR Payroll Team, schools and individual employees to obtain redundancy and LGPS estimates, establishment panel approval and issue notice in accordance with SLA's
- Manage the administration of TUPE transfers, including Academy Transfers on behalf of the LA and schools. Advise schools on their legal obligations.. Produce timelines and letters, including formal consultation letter. Take overall responsibility for production and checking of due diligence information, liaising with consultants, schools, trade unions and LA representatives to ensure that each process is in line with employment legislation
- Carry out a range of administrative tasks to support Consultant casework.

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- Support with the recruitment of Headteachers and administration associated with our training programmes delivered to customers.
- Draft, develop and review documentation and processes to support the consultants including redundancy, TUPE and Ill Health Retirement processes
- Act as point of contact providing first line advice on a range of complex personnel matters, triage calls as appropriate and redirect calls when necessary to ensure matters are dealt with in a timely and effective manner. Accessing consultant and team mailboxes as and when necessary and redirecting as appropriate
- Undertake research on topics identified as useful to the consultancy team or for specific case work and to be responsible for presenting the findings or information in an appropriate format
- Support consultancy workstream group meetings and support in the production of model letters and guidance by drafting, developing and reviewing documentation and processes. Ensure best practice by the sharing of information and keeping appropriate processes up to date to improve the customer service experience
- Have a working knowledge of flexible and ill health retirement processes. Manage the review process for those awarded Tier 3 ill health retirements, liaising with employees, LGPS and Staff Care Services
- Oversee the maintenance of suspensions on behalf of the LA, diarising follow-ups and liaising with consultants / business support team to enable appropriate reimbursement to be arranged to eligible schools
- Support in ad-hoc services for example investigations, undertaken by consultants when a school purchases additional administration support, if required
- Design and maintain databases and spreadsheets required to record and monitor information
- Ensure that work undertaken on behalf of the LA or any other chargeable/ non-chargeable work is recorded on the current case management time recording system to ensure that billing is accurate and cases files are up to date
- work in accordance with the General Data Protection Regulations.
- Other duties as required commensurate with the grade of the post.

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## Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company’s reputation for delivering high quality back-office services to its customers.

## Person Specification

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level with Maths and English GCSE or equivalent standard of education / experience. CIPD Qualification desirable.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment.</li> <li>• Experience of supervising staff desirable.</li> <li>• Experience of working within an HR Team with school related knowledge desirable.</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Good organisational and administrative skills.</li> <li>• Excellent interpersonal skills when dealing with all levels of staff and customer.</li> <li>• Good written and oral communication skills, able to exercise tact and discretion when handling situations and the appreciation of the confidential nature of the information.</li> <li>• Excellent computer literacy - ability to produce a range of documents, using Windows packages, Excel spreadsheet and databases.</li> <li>• Accurate Literacy and Numeracy skills with an attention to detail.</li> <li>• Report writing skills and ability to draft correspondence using own initiative.</li> <li>• Ability to undertake research, analyse data, investigate queries and anomalies when required.</li> <li>• Ability to take a proactive approach to resolve problems.</li> <li>• Ability to organise and prioritise workload and that of others to meet a range of deadlines and work flexibly as required.</li> <li>• Ability to work both as part of a team and individually.</li> <li>• Ability to balance constantly changing priorities.</li> <li>• Confident phone manner.</li> <li>• Ability to use initiative and work with minimum supervision.</li> </ul>

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## Knowledge

- Knowledge of office systems.
- Competence in range of IT Packages.
- Understanding of HR processes desirable.
- Understanding of school processes desirable.
- Awareness of GDPR and need for confidentiality.
- Equal Opportunities and Diversity policies, procedures and legislation.

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Filename: Team Support Officer

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