

## **Role Definition**

**Job title:** HR Reward Administrator

**Reporting to:** HR Reward & Analytics Manager

### **Brief overview of role:**

The HR Reward Administrator will provide a responsive and effective HR support to Foster + Partners employees and the rest of the HR Reward team. The person must be able to work within a team, be self-motivated and proactive. You will be working alongside a team of HR professionals including Learning + Development, Global Mobility, ED&I and HR Admin.

### **Responsibilities:**

- Serve as a point of contact for employees and candidates regarding HR Reward related enquiries, providing exceptional customer service and timely resolution of issues. Monitor and manage the HR Reward mailbox
- Collaborate with relevant departments to ensure effective communication and coordination in addressing employee needs
- Maintenance of electronic files
- Oversee the management and administration of HR reward databases, ensuring accuracy, data integrity, and confidentiality
- Maintain accurate and up-to-date employee records, ensuring compliance with legal requirements and company policies
- Process employee changes with any of our benefit enrolment ensuring appropriate documentation and communication
- Generate and distribute HR Reward-related correspondence, such as benefit notices
- Escalate complex issues to appropriate HR Reward team members
- Provide general administrative support to the HR Reward department when needed
- Maintain an up-to-date awareness of HR Reward knowledge including compliance with GDPR
- Identify ways to streamline HR reward processes and implement improvements
- Maintain high levels of confidentiality and service standards at all times
- Complete monthly KPIs
- Contribute, or otherwise assist, as required
- Thorough knowledge of and compliance with Foster and Partners procedures and standards
- Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams

### **Qualities, skills and experience required**

- Legally able to work in the country in which the position is based
- Excellent written and verbal communication skills, with a professional and confident telephone manner
- Able to demonstrate initiative and a proactive approach to daily tasks
- Good organisational skills, self-motivated and a flexible attitude
- Good interpersonal skills and able to work independently and as part of an effective team, with the ability to build good relationships at all levels, internally and externally
- Methodical and accurate, with consistent attention to detail including accurate data entry skills
- Be committed to maintaining and promoting the high standards of the role, department, and Practice, and always maintain a focus on customer service

- To ensure discretion is exercised when dealing with sensitive information and enquiries, and to ensure confidentiality is maintained at all times
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure while always remaining calm and professional
- Able to work to deadlines and timely delivery of information
- Be punctual and reliable

**Desired skills:**

- Good computer skills including Microsoft Word, Excel, and Outlook
- Knowledge of Sage People would be advantageous

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.