

Job Description

Role: Human Resources Assistant

Reports to: HR Business Partner / EDI&L Manager

Management Responsibility: None

Place of Work: Regular presence in SCRA HR's team office base, with travel to other offices as required. SCRA operates an agile working policy which enables home working, subject to operational needs.

Organisational Context

The Scottish Children's Reporter Administration (SCRA) is an independent statutory body at the heart of Scotland's Children's Hearings System, working alongside partners to protect Scotland's most vulnerable children and young people. Rooted in SCRA's Values of being **supportive, child-centred, respectful and accountable**, our culture is built on compassion, fairness and inclusion.

A skilled and well-supported workforce is essential to delivering SCRA's purpose. The Human Resources function plays a vital role in shaping an inclusive, capable and confident organisation. HR ensures that people strategies, policies and practices reflect organisational priorities, uphold SCRA values, inclusive standards and support continuous improvement. Through collaborative working across SCRA, the HR Assistant contributes to delivering a positive and inclusive experience for colleagues, candidates and partners.

Role Purpose

The HR Assistant provides high-quality administrative, process and systems support to enable the effective delivery of HR services across SCRA. This will include supporting the HR generalist functions, the Equality, Diversity, Inclusion and Learning functions as well as payroll and contract management functions.

The role is responsible for coordinating end-to-end recruitment administration and supporting a welcoming and inclusive candidate experience. The postholder is often the first point of contact for candidates and plays an important role in representing SCRA's Values and inclusive behaviours.

The role also contributes to broader HR team activities, supporting the delivery of people processes, maintaining accurate records, and ensuring compliance with policies, procedures and data protection requirements.

Role Summary

The HR Assistant delivers accurate, timely and inclusive administrative and operational support across key HR processes. This includes recruitment coordination, onboarding, employee records management, and responding to HR enquiries including coordinating HR Helpdesk responses. The postholder will also be required to analyse and report on employee and candidate data metrics.

The role requires strong attention to detail, effective organisational skills, and the ability to manage multiple priorities. The postholder is expected to handle sensitive information with professionalism, discretion and care, while contributing to a positive and inclusive working environment. An ability to balance competing priorities in a busy operational environment is also required.

As with all roles in SCRA, the HR Assistant is expected to role model behaviours consistent with SCRA's Inclusive Standards & Behaviours Framework, promoting psychological safety, respect and fairness in all interactions.

Key Responsibilities and Core Activities

These responsibilities are interconnected, and the postholder is expected to work flexibly across HR processes.

Recruitment and Onboarding

- Coordinate end-to-end recruitment administration, from advertising roles through to onboarding, ensuring a smooth, inclusive and positive candidate experience
- Act as a key point of contact for candidates and recruiting managers, reflecting SCRA's Values in all interactions
- Manage the recruitment mailbox, responding to queries promptly and professionally
- Coordinate pre-employment checks including references, PVG, BPSS and Occupational Health processes
- Prepare and issue contracts of employment, ensuring accuracy, compliance, and timely completion

HR Administration and Records Management

- Maintain accurate and up-to-date workforce records in line with GDPR and SCRA records management requirements
- Ensure secure handling, storage and retention of sensitive HR data and documentation

- Update HR systems and databases, ensuring information is reliable and accessible
- Support the administration of HR processes across the employee lifecycle, including onboarding, changes, and leavers

HR Service Delivery and Support

- Provide responsive and professional support to HR Helpdesk enquiries, offering guidance in collaboration with HR colleagues
- Support the production and provision of employee data and statistics to inform organisational reporting and workforce planning
- Liaise with internal teams and external providers regarding employee benefits, onboarding, and leavers
- Support practical HR processes including ID badge production, exit interviews and onboarding coordination

Digital Systems and Continuous Improvement

- Contribute to maintaining and improving HR administrative systems and processes to enhance efficiency and service delivery
- Maintain the “People” and HR-related content on internal platforms to ensure clarity and accuracy
- Identify opportunities to improve administrative processes and contribute to continuous improvement initiatives

Operational and Team Support

- Support HR activities including EDI and Learning in line with SCRA policies
- Assist with the coordination of operational meetings, events and activities
- Work collaboratively across teams to deliver a consistent and high-quality HR service

Further Role Information

Working at Pace

The role operates within a busy and dynamic HR Team environment, requiring strong organisational skills and the ability to manage competing priorities while maintaining quality and accuracy.

Partnership Working and Communication

- Build and maintain effective working relationships with colleagues, managers and external stakeholders
- Communicate clearly, professionally and inclusively, ensuring a respectful and supportive approach

- Handle sensitive and confidential information with integrity, discretion and empathy

Supporting an Inclusive Culture

- Contribute to a positive working environment that promotes inclusion, respect and psychological safety
- Demonstrate behaviours aligned with SCRA's Inclusive Standards & Behaviours Framework
- Support fair and consistent processes, recognising and valuing the diverse needs of colleagues and candidates

Qualifications, Experience, Knowledge and Skills

Qualifications & Training

- HNC in a relevant discipline or equivalent experience

Experience & Knowledge

- Experience of working with sensitive or confidential information
- Experience of providing high-quality administrative support in a fast-paced environment
- Experience of delivering inclusive customer service, recognising diverse needs

Skills

- Communication & Interpersonal Skills – Able to communicate clearly and effectively, building positive relationships with a wide range of stakeholders
- Professional Conduct & Confidentiality – Demonstrates discretion, integrity, empathy and respect when handling sensitive information
- Organisation & Planning – Able to manage a varied workload, prioritise effectively, and maintain attention to detail
- Adaptability & Initiative – Works effectively both independently and collaboratively, showing initiative and seeking support when needed
- Digital & Administrative Skills – Proficient in Microsoft Office, Teams and Outlook, with the ability to maintain accurate records and systems
- Continuous Improvement Mindset – Demonstrates a proactive approach to improving processes and enhancing service delivery
- Numeracy & Data Handling – Ability to produce accurate information and support basic reporting requirements

Communications

Internal

SCRA managers, staff and HR team colleagues

External

Candidates, suppliers, and service providers

Principal Challenge

To deliver accurate, timely and high-quality administrative support across a range of activities within the broad HR Team, balancing competing priorities while contributing to a positive, inclusive and professional HR service.