

HR Assistant Recruitment Pack

An Aareal Bank Group company

www.aareon.com



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CONTACT INFORMATION

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Welcome

Recruiting for HR Assistant

Thank you for your initial interest in Aareon UK.

We deliver Housing Management and Digital Solutions helping social housing providers transform their business processes, reduce costs and improve customer service. We are part of Aareon AG, the leading European provider of systems and consulting services for the property industry.

In its 60 years of corporate history, Aareon AG continuously set new standards when it comes to controlling complex business processes. Customers can rely on our extensive know-how, sophisticated applications and intensive support by specialists with many years of market experience. All this culminates in secure solutions that lead the way, are tailored to the requirements of our respective markets and help customers reach their goals. Aareon AG offers expertise in the areas of consulting, software and services for the optimisation of IT-based business processes in the digital age.

Currently, we support more than 2,800 customers with over 10-million housing units. A wholly owned subsidiary of the Aareal Bank Group, Aareon has its head office in Mainz, Germany, and operates a total of 28 locations. International subsidiaries are located in the UK, France, the Netherlands, Norway and Sweden, with more than a third of Aareon's 1,400 employees working outside Germany. In addition to central, country-specific ERP systems, Aareon offers digital solutions for all processes in the property industry, including CRM solutions, document management systems, mobile applications, Internet-based service portals and much more.

In the UK, we are over 125-employees with offices in Coventry, Southampton and Swansea. Due to UK growth, we have a new vacancy in our Human Resources Team for an HR Assistant. We have an established and experienced team and there are great opportunities for you to progress your career. If you are searching for an opportunity where you can have a voice, add real value and help drive and deliver great service then we'd like to hear from you.

Best regards

Genevieve

Snapshot

Aareon UK

Aareon are the leading European Housing IT Provider, with over 10 million units of housing stock managed on our software throughout Europe. Our position as a profitable, growing and innovative organisation enables us to set the standard for business processes in the housing sector both today and in the future. We deliver tailored enterprise-wide solutions for our clients.

As social housing in the UK becomes more complex it requires more sophisticated IT systems; comprehensive, scalable and as versatile as the tasks that our clients have to deal with.

Whether Aareon implements an enterprise-wide solution or optimise and customise a number of individual modules to complement our clients existing applications, each Aareon solution encompasses years of know-how, the experience of more than 130 implementation projects and over 50 years of social housing expertise.

3
Offices

125+
Staff

£13m
Revenue

130+
Customers

AAREON SMART WORLD COMPRISING:

- **Aareon QL - the market-leading integrated ERP solution**
 - QL housing management
 - QL CRM
 - QL asset management
 - QL financials
 - QL personnel & payroll
- **Aareon 1st Touch Mobile - enterprise mobile working solution**
- **Aareon 1st Touch Self-Service Apps**
- **Aareon 360**
 - Customer Portal (CRM)
 - Employee Portal (ERM)
 - Contractor Portal (SRM)
 - Building Management Portal (BRM)

Role Description

HR Assistant – Office based, Southampton, SO16 7QJ

We are searching for a new team member for our Human Resources Department. This is a newly created role and takes the team to 2-people. The role is based at our Southampton office, with some potential travel to our other UK and International subsidiary offices.

You will be responsible for assisting the HR Manager with, staff administration and requests, recruitment, development, benefits and engagement initiatives. You will also be involved in HR projects as required by the business.

There is considerable staff contact required for this role and often pressures to work to tight deadlines. Forming relationships with the various stakeholders is key and part of the role will be to assist managers with guidance as and when needed.



Key Responsibilities

HR Assistant – Office based, Southampton, SO16 7QJ

1	Maintain and update employee records internally and on group HR systems
2	Assist HR Manager and Hiring Managers with recruitment and selection process
3	Deal with employee requests regarding HR issues, rules and regulations
4	Lead on-boarding, new starter set-up and leaver exits
5	Assist HR Manager with Health and Safety requirements and employee wellbeing
6	Co-ordinate Employee benefits offering
7	Assist HR Manager with skills and development training requirements
8	Facilitate employee communications through different platforms to assist with building engagement throughout the organisation
9	Manage individual HR projects as directed by the HR Manager

Skills & Pre-requisites

Personal Skills

1	CIPD level 3 qualified with minimum 2 years admin experience
1	A high-level of attention to detail
2	A strong stakeholder focus with the ability to work well in a team.
3	Discreet and confidential
4	Self motivated, trustworthy and reliable
4	Organised multi-tasker with a flexible approach to work in order to meet tight deadlines
5	Effective communicator – written and verbal
6	Able to challenge process and seek out better ways of working
7	Strong focus on continued personal development

Technical Skills

1	Experience in using HR Databases
2	Computer literate with experience in office (word, excel, PowerPoint) and other systems

Desirable Skills

1	Experience in recruitment and selection administration
2	Experience in a busy HR Environment

Competencies

HR Assistant – Mid Level

Professional	Team	Management	Communication	Customer
The ability to deal with interactions logically and independently by using acquired knowledge and skills. The ability to solve and/or anticipate possible problems. Be open to developing and maintaining your knowledge and skill set in order to deliver a professional service.	The ability to understand team goals and to have the motivation to achieve them. The willingness and ability to integrate with internal and external teams. Considers the needs of colleagues and supports them in order to help them achieve their best. Shares and transfers skills and knowledge within own team and the business in order to assist in reaching overall goals	The ability to plan, organise and prioritise workload in order to work in line with your goals, team goals, company goals and group goals making sure they always line up with the flight plan. Being able to lead, empower and delegate where necessary and take responsibility for actions and outcomes. Understand the required results and be flexible and multi-orientated in order to achieve them.	The ability to listen, talk, understand and convince. Listen means being open to wishes and positions of others and stepping aside when needed. Talk means being focused and clear in the way you communicate and always check your understanding of the situation. Understand means knowing your audience and what method would be best to use in order to communicate with them. Convince means that the solution presented is accepted and carried out by customers and colleagues.	Listen to, understand and manage the customer's goals and expectations in order to help them achieve their desired outcome. Constantly strive to improve the customers' situation. Follow up with the customer in order to promote satisfaction and offer further assistance if needed. Build and maintain strong customer relationships with a focus on giving them an excellent customer experience.
Required: Level 2	Required: Level 3	Required: Level 2	Required: Level 3	Required: Level 4
<ul style="list-style-type: none"> ✓ Has required knowledge to perform the job ✓ Requires guidance for more complex problems ✓ Seeks ways to continue knowledge and skill development 	<ul style="list-style-type: none"> ✓ Systematically shares and transfers skills and knowledge to others ✓ Is acknowledged as a person of trust and a qualified point of contact and helps employees integrate themselves into different teams ✓ Mobilises the employees relevant for the tasks ahead, also outside his/her own team, and encourages cooperation 	<ul style="list-style-type: none"> ✓ Takes the initiative and assumes responsibility for projects ✓ Knows and understands the core processes of their working environment ✓ Understands where their goals fit in to the company and to the overall group flight plan 	<ul style="list-style-type: none"> ✓ Can adapt communication style to suit all audiences ✓ Can present complex issues in a structured manner and knows how to convince others ✓ Discussions and feedback are mainly perceived as productive by all sides 	<ul style="list-style-type: none"> ✓ Nurture important and sustainable customer relationships. ✓ Systematically implements improvements together with the customer. ✓ Is continuously asked for advice and support by the customer and provides the customer with information as and when needed on his/her own initiative.

Package & Benefits

HR Assistant– Office based, Kenilworth, CV8 2LY

Salary:	£22K - £26k
Reports to:	HR Manager
Benefits:	<ul style="list-style-type: none">- Pension (5% employer)- Life Insurance x 4- 2 x Health Schemes- 25 days holiday (plus bank holidays)- Perkbox Employee Engagement Platform- Enjoy Benefits Salary Sacrifice Schemes

Any offer of employment is subject to successful references.

Interview Process

HR Assistant – Office based, Southampton, SO16 7QJ

Stage 1	30-minute telephone interview with Genni Davey-Smith, HR Manager
Stage 2	Formal face-to-face interview at our Southampton office with Genni Davey-Smith and Emma Page, Head of Marketing and Administration

Feedback will be provided after each interview stage.