|  |  |  |
| --- | --- | --- |
| 1 | Job Title | HR Hub Co-ordinator |
| 2 | Function & Business Unit | Human Resources |
| 3 | Location | Nottingham |
| 4 | Hiring Entity | Amtrust Management Services Limited |
| 5 | Insurance Distribution Directive (IDD) Continuing Professional Development (CPD) Requirements | IDD CPD - in scope (no) |
| 6 | Committee Roles | Chair  None  Member   * None |
| 7 | Direct & Indirect  Reporting Line | Direct Line Manager  HR Hub Manager  Indirect (dotted) Line Manager  N/A |
| 8 | Direct & Indirect Reports | Direct Reports  N/A  Indirect (dotted) Reports  N/A |
| 9 | Key Stakeholders | Employees of AmTrust International and Third-Party providers |
| 10 | Applicable Conduct Rules | Individual Conduct Rules   1. You must act with integrity. 2. You must act with due skill, care, and diligence. 3. You must be open and cooperative with the FCA, the PRA and other regulators. 4. You must pay due regard to the interests of customers and treat them fairly. 5. You must observe proper standards of market conduct. 6. You must act to deliver good outcomes for retail customers[[1]](#footnote-1) |
| 11 | Date Reviewed | September 2025 |

**Position Overview**

The role will report to the HR Hub Manager and will be responsible for delivering an effective and efficient HR Lifecycle administration support service to the business. This will be achieved by coordinating queries sent to the HR Hub, maintaining the HR User transactions within Workday (HR Information System), producing associated documentation, and validating the monthly Payroll Handover.

**Essential Job Functions**

* Proactively monitor and action the Workday HR User Task List. Ensuring HR Hub owned tasks are actioned in a consistent and timely manner.
* Proactively update Workday with missing or out-of-date employee & organisational information not maintained in self-service.
* Proactively monitor and action the HR Hub Inbox via Outlook and Workday Help. Ensuring HR Hub owned queries are actioned in a consistent and timely manner in line with agreed turnaround times.
* Monitor off system tracking documents to ensure that all ‘open’ system and non-system transactions are followed through to completion, proactively liaising with the business to gain a resolution.
* Provide ad-hoc administrative support service to HRBPs (e.g., drafting letters, generating Workday reports, gathering information in support of open employee relations activities and acquisitions).
* Produce monthly Payroll submission in line with relevant payroll deadlines, ensuring all data changes are captured in Workday.
* Provide first line employee guidance on Workday self-service and lifecycle documentation completion.
* Provide a key role in the Workday Job Requisition Process, timely validation of requisitions at the point of initial submission, proactively tracking progress of the approval flow and highlighting delays to the business.
* Prepare all contractual documentation in line with the varying and often fast- paced demands of the business, without compromising on quality or accuracy.
* Initiate and track employee Background Check process with external supplier, ensuring timely completion in line with Probationary Period milestone, flagging missing or unclear results to HRBPs for follow up.
* Prepare documentation associated with key employee lifecycle transactions (e.g., termination letters, reference letters, changes to terms and conditions letters).
* Work in line with all legal and regulatory compliance control standards. Providing a timely administrative support role to the internal and external Audit Schedules (e.g., SOX / Financial Audit) and Senior Manager Insurance Regime (SIMR) regulatory standards.
* Ensure work instructions are kept up in date as changes/improvements take place.
* Take a proactive approach, demonstrating ownership for own personal and professional development.
* To ensure that the FCA principle of treating customers fairly (TCF) is applied in those areas of the business within the jobholder’s responsibility.
* Demonstrate appropriate, consistent, and complete consideration of our customers and potential customers’ interests, throughout our business, on a continuous basis.
* Other duties may be assigned.

**Qualifications, Experience, Competence**

* Demonstrable ability to manage your own workload and adapt working style within a fast-paced environment.
* Demonstrates high integrity and trust, with a sound understanding of the importance of maintaining confidentiality.
* High drive and attention to detail
* Demonstrable ability to communicate clearly and with empathy.
* Demonstrable ability to use Microsoft Packages (particularly Word and Excel)
* CIPD Qualified at Level 3 or 5 (preferred)
* Experience of working within a centralised HR administration function (preferred)
* Experience of HR user administration and interrogation of a HR Information System (preferred)
* Experience of contractual and lifecycle documentation (preferred)

**Core AmTrust Behavioural & Professional Competencies (Employees)**

**Results Driven:** Displays energy, determination and a sense of urgency to get the job done; understands the importance of meeting deadlines to achieve objectives; takes responsibility for organising own workload to ensure goals are met; identifies barriers or issues that might impact adversely on getting the job done and is proactive and innovative in resolving problems and finding solutions; strives for excellence.

**Adaptable & Open to Change:** Demonstrates a willingness to adapt and change according to circumstances; can comfortably handle ambiguity and changes in priorities; identifies the requirement to demonstrate flexibility for the wider benefit of the department and the business; supports change and the drive to continuously improve.

**Relationship Management & Customer Focus:**  Builds and maintains strong internal and external customer and other relationships as relevant to role; is able to effectively understand and support customer needs while balancing business needs; takes responsibility for meeting agreed service levels and other commitments.; strives to deliver excellence and innovates to deliver solutions; ensures that all our customers are treated fairly and receive good outcomes in accordance with our regulatory requirements.

**Risk Management:** Can understand and identify common types of business risks for their functional or business area; actively supports the maintenance of an effective control environment; takes timely remedial action as may be required to prevent or minimise loss; proactively escalates risks to the appropriate party; supports continuous improvement in the management of risk.

|  |
| --- |
| **Collaboration:** Demonstrates respect and integrity in all collaboration with others; works with rather than competes with others in the business to achieve company goals; builds trust through open communication; adapts style and messaging appropriately; seeks out and listens to the opinions of others; supports team building and an inclusive culture that values diversity.  **Continuing Professional Development:** Proactively keeps up to date with regulatory and professional changes; maintains the required knowledge and skills to perform in post and undertakes all required / mandatory training; ensures that annual learning and development plans and Continuing Professional Development (CPD) obligations are achieved.  **AmTrust Values:** Able to demonstrate role model AmTrust’s values: Excellence, Innovation, Integrity, Responsibility, Inclusion and Teamwork.  **Conduct Rules:** Always act in accordance with the Conduct Rules (as set out above) |

1. As applicable to remit. [↑](#footnote-ref-1)