

HR and Office Administrator

Branch:	Bristol
Work location:	Office
Reports to:	Office Manager & HR Manager

Our Values

In everything we do at Inside Travel Group, we strive to deliver a Quality and Friendly service with Integrity, Determination and Passion using our collective Knowledge. This is at the heart of the organization, and the company looks for every individual to demonstrate this daily. Each member of the team is expected to exemplify the company values through their work and professional conduct. We expect everyone to set an example to those around them and to be conscious that they are representing the company when working with customers and partner organisations.

Our Culture

You'll be part of a fun, friendly team of employees, all of whom share a passion for our destinations, a belief in our brands and a strong collective sense of values and purpose. Our work culture is supportive, creative, and dedicated, and it's at its best when we all try to lead by example; the more you put in, the more you and the team get out, and it'll be important that you play your part.

Job Purpose

To provide high quality, accurate and efficient administration and operational assistance within the People and Organisational Development (POD) function in the Bristol branch of ITG, supporting the UK HR Manager and Office Manager.

The Role

As a key member of the POD team, you will use your first-class organizational ability to provide support to the HR Manager. Your excellent personal skills will allow you to build trusting relationships with the UK team we serve, and you will be confident to both use your initiative and work independently as well as working collaboratively on team projects. You will also work closely with the Office Manager to assist with reception cover and in the smooth running of the office as a whole. Core areas of responsibility will include:

- Recruitment / induction
- Absence management
- HRIS administration
- Reception and general office administration

Who you will be working with

- The Global POD team (including HR, Learning & Development and Facilities)
- UK Office Manager and reception/administration team
- UK management team
- Overseas Branch Directors

-
- Recruitment agencies
 - External suppliers and contractors
-

What you will be doing

- First point of contact for HR queries: face to face, via Teams, telephone and email
- Creating and maintaining personnel records through the HRIS
- Updating staff register with working hour changes and new staff details
- Managing and controlling jobs@ and HR@ inbox
- Scheduling interviews/meetings and booking appropriate rooms
- Preparing documents for meetings, including creating PowerPoints for presentations where appropriate
- Maintaining absence management system and ensuring all absences have been recorded, including sickness, holiday and work trips
- Provide information on HR policies and procedures
- Ensure all appraisals, department/company scores and feedback are captured within HRIS
- Provide support with payroll: collecting changes of address/pensions, subsistence claims
- Providing Finance department with monthly accruals information
- Booking hotels for external guests visiting the UK office and staff travel arrangements
- Taking minutes of meetings if required
- Conducting and recording Right to Work checks
- Providing reception cover, including post and courier services, performing daily office checks, arranging catering/refreshments for meetings
- Ordering office supplies, including stationery and catering
- Supporting Office Manager with tasks and projects

Outputs

- Spreadsheets/PowerPoint presentations for ongoing projects
- Creating SharePoint pages and surveys
- Updating and collating appraisal documents and spreadsheets
- Recruitment spreadsheets i.e. interviews and feedback
- Arranging interviews and meetings, booking rooms
- Key reports relating to HR KPIs e.g absence management, Bradford factors

Measurable Outcomes/Deliverables/KPIs

You will work with your line manager to create clear and objective metrics to evaluate your performance.

What you will need

- Previous experience in an HR role
- Excellent organisational skills, including ability to manage time and own workload effectively

- High level of accuracy and attention to detail
- Well-developed communication skills in emails, in person and on the phone
- Proven ability to handle confidential information in a sensitive manner
- Exceptional IT skills and knowledge of Microsoft Office, including Teams, Excel, MS forms, SharePoint
- Self-motivated, able to work flexibly and to collaborate across departments
- Commitment to the company's values

What we are looking for from you

- Ingenuity and good problem-solving skills
- Professional, confidential and friendly manner
- Proactive approach and a desire for continuous improvement
- Calm under pressure

Beneficial skills and experience

- Level 3 CIPD qualification
- Awareness of UK Employment law and an interest in Global HR
- Passion for travel

Pay and Conditions

Candidates will need to have the unrestricted right to work permanently in the relevant branch country. For this position, we are unfortunately unable to sponsor visas. Given the nature of the core tasks it is expected that the role will be mostly office-based, though some level of hybrid working may be possible subject to demonstrating task competency.

UK

Base Salary	From £22,117 per year
Hours	37.5 hours per week
Holiday	25 days annual leave, rising by one day each year to a maximum of 28 days, plus statutory holidays, plus an extra day's leave for your birthday
Health	Employee Assistance Program; Enhanced parental leave
Pension	3% employer pension contribution
Bonus	Annual discretionary performance-related bonus of up to 125% of monthly salary
Benefits	Volunteering leave • Regular staff socials • Discounted travel for staff, family and friends • Discounts via Perkbox • Designated learning and development time

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and

we offer unrivalled advice and support, whatever the customer's budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.

About Inside Travel Group

Inside Travel Group Ltd is a growing travel company whose head office is in Bristol, with other sales branches located in Broomfield, Colorado and Brisbane, Australia, and an operations branch based in Nagoya, Japan. The company consists of specialist travel brands, InsideJapan Tours which was established in 2000, and InsideAsia Tours, established in 2012 and specialising in travel to South-East Asia. The multi-award-winning company offers unique group tours, tailored travel, and cultural experiences that few get the chance to discover. Our team have had years of experience living, working and travelling in destination countries, and we offer unrivalled advice and support, whatever the customer budget or personal interests. Our holidays grant people the chance to experience both the popular and little-known aspects of local culture, giving customers an insight into the diverse character of the country they are visiting.