



Group HR Administrator

CANDIDATE PACK

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THE EH GROUP

About Us

Founded in 1988 with the establishment of **Elliotshill Care**, the group has expanded to include **Pembrokeshire Care, Ashdale Care Home, and Catalyst Training**.

Our range of services across the EH Group include all types of personalised care, and training.

With over 250 staff, we support approximately 200 individuals both in our own care homes and local communities. This includes adults with learning disabilities, physical disabilities, autism, acquired brain injury and associated complex needs, and elderly people with dementia, nursing, residential and specialist care needs.

We work closely with Pembrokeshire County Council, Hywel Dda Health Board, insurance companies, direct payments, and self-funders to provide a person-centred approach, ensuring each client receives the best possible outcomes by respecting their needs, dignity, and independence.

We have a proven track record of over 30 years of training, coaching and consultancy in a range of areas including First Aid, Health & Safety, Load & Manual Handling, Food Safety, Safeguarding and Wellbeing.

The EH Group is the leading Pembrokeshire based provider of essential services to individuals, businesses, local government, and the NHS in the West Wales region.



The EH Group

 <p>CARING ABOUT PEOPLE SINCE 1988</p> <p>Providing high quality care and support to individuals:</p> <ul style="list-style-type: none">• Community outreach• Complex support• Residential• Short breaks• Supported living	 <p>Supporting people with domiciliary home care in the community.</p> <ul style="list-style-type: none">• Domestic support• Personal care• Companion services	 <p>Nursing and Residential Care Home for adults and older people based in Pembroke.</p>	 <p>Specialist training and consultancy:</p> <ul style="list-style-type: none">• First Aid• Moving & Handling• Mental Health First Aid• Medication Administration
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Working for Us

Additional Benefits:

- 28 days holiday + bank holidays
- Study leave: approved on an individual basis
- Provision of IT equipment as required

And after successful completion of probation:

- Enhanced pension - matched contributions up to a maximum of 8%
- Enhanced sick pay – full pay for any days sickness taken, up to a maximum of 10 days per annual leave year, pro rata for part time staff
- Flexi-hours: with core hours of 10am to 2pm
- Homeworking: 2 days per 4 weeks
- Private Health Insurance

At EH Group, we don't just offer jobs — we offer opportunities to make a real difference in people's lives while building a rewarding career. Join our team and be part of a supportive, inclusive environment.

Our Commitment to Diversity

The EH Group actively encourages applications from different cultural backgrounds. We welcome applications from anyone regardless of disability, ethnicity, heritage, gender, sexuality, religion, socio-economic background, and political beliefs. We are committed to equality of opportunity in the recruitment, retention, and development of our staff.

Safeguarding Statement

The EH Group is committed to safeguarding and has zero tolerance for harm, exploitation, or abuse of children and vulnerable adults. All staff are required to comply with our Safeguarding Policies, Procedures, and Code of Conduct. We fully support information-sharing initiatives to help protect vulnerable individuals.



THE EH GROUP

The Role

Hours: Full time (37.5 hours per week + 30 min paid lunch break)

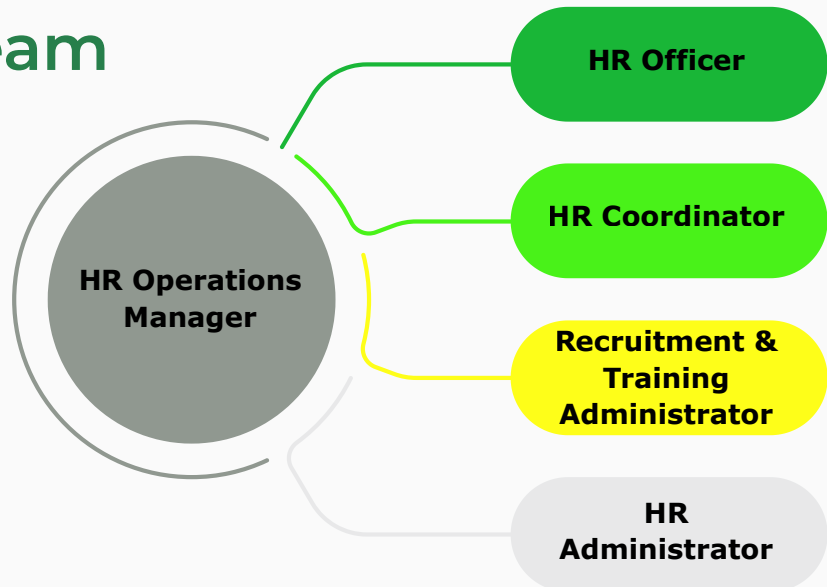
Salary: £26,500 to £29,000 per annum, depending on qualifications and experience

Notice period: 1 month

Place of work: The EH Group Offices, Cedar Court, Milford Haven, Pembrokeshire

We are recruiting for a Group HR Administrator to join our team on a full time permanent basis.

Group HR Team





Main Duties & Key Responsibilities

HR Strategy, Planning & Budgets:

- Contributing to any strategy planning tasks as required
- Inputting HR data into the strategy planning platform

HR Team Administration:

- Minuting HR tracker / case load / general HR meetings
- Supporting the Group HR Operations Manager with any HR team admin as directed

HR Processes & Systems:

- Ensuring employee e-filing systems are maintained, and archiving is completed in line with data retention policies
- Inputting data as required in the HR systems including all employee and case work documentation
- Maintaining accurate and up to date records and reports on all HR activity across the relevant HR systems and providing written and verbal reports as required
- Maintaining up to date procedures for all HR administration duties and systems

Recruitment & Selection:

- Supporting the Group HR Recruitment & Training Administrator by carrying out telephone and face to face screening interviews as needed
- Acting as note taker in relevant interviews as needed

Recruitment Campaigns:

- Assisting the Group HR Recruitment & Training Administrator with the logistics and administration of recruitment events and fairs as needed
- Attending recruitment events when required

The Group HR Administrator provides efficient and professional HR administrative support across the employee lifecycle, helping to ensure consistent, compliant and well-organised HR practice across the EH Group.

Working closely with the HR team and managers, the role supports employee relations processes and HR systems administration, ensuring documentation and records adhere to employment legislation and Care Inspectorate Wales (CIW) requirements within our regulated care environment.



Employee Relations:

- Being the first point of contact for employment queries, fielding enquiries to HR colleagues as needed
- Supporting HR colleagues in providing advice and guidance in all areas of employee relations including discipline, grievance and absence management
- Coordinating ER meetings/hearings with attendees
- Taking notes during ER meetings/hearings
- Supporting HR colleagues in advising line managers on the application and interpretation of specific company and EH Group policies and procedures, ensuring consistency, accuracy, and best practice
- Supporting HR colleagues in liaising with employment solicitors, HR consultants and Occupational Health providers as needed
- Assisting line managers in the management of sickness absence, including administration and policing of the absence procedures
- Supporting HR colleagues in managing the capability procedures, assisting staff back to work and working with line managers to reduce sickness absence
- Supporting the review and update of HR policies

Reward & Recognition:

- Updating pay and reward systems and communications as needed
- Supporting job evaluations and market rate salary reviews as required
- Supporting the administration of any benefits as needed

Performance Management:

- Assisting HR colleagues in providing support and guidance to line managers in managing any aspect of performance management processes including probation, supervisions, annual appraisals, Performance Improvement Plans and Personal Development Plans

Termination & Leavers:

- Ensuring resignations are acknowledged in a timely manner
- Carrying out the administration for all terminations across the relevant HR systems
- Carrying out exit interviews for all leavers, either face to face or by phone

External Communications – Digital Communications:

- Supporting with content generation for social media blogs/posts, including capturing photos and developing case studies

Quality Assurance & Compliance:

- Supporting CIW reporting requirements as needed

Data Protection:

- Assisting HR colleagues to ensure all data retention protocols are adhered to, in accordance with General Data Protection Regulations (GDPR)

Business Development:

- Liaising with external stakeholders such as Pembrokeshire College, SCW, CIW, training providers and assessors, employer/career agencies/bodies, other tertiary educational institutions, acting as an ambassador for the EH Group in developing profile, reputation and partnership working
- Contributing to new projects and new business development plans as directed by management
- Cooperating with all EH Group colleagues to maintain strong relationships with outside agencies and the general public in order to maintain the Group's reputation and win new business
- Promoting a positive image of the range of care needs supported by the EH Group and the services we provide

Cross-team and cross-EH Group Responsibilities:

- Building, maintaining, and developing relationships with colleagues across the EH Group
- Contributing to cross-team and cross-EH Group project work as needed
- Undertaking any other reasonable duties or projects as required to support the work of the EH Group

The Key Responsibilities above set out the priorities for this role which will shift and develop to respond to priorities.

While every effort has been made to describe the main duties and responsibilities of the post, each individual task necessary for the successful performance of the role may not be specifically identified. You may therefore be required to undertake other tasks and duties that are commensurate with the grade and nature of the role and/or in the reasonable discretion of The EH Group.

The EH Group, is evolving and all staff are expected to adapt and respond to the changing needs of the business. This has an impact on each and every role, therefore flexibility is key and the ability to respond to change, shift responsibilities and work collaboratively underlies the approach all staff need to take.





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The Person

Qualifications:

- Good level of formal education including a minimum of 5 GCSEs including Maths and English
- Ideally CIPD Level 3 qualified or working towards this accreditation
- Full driving licence and use of own car for general business use

Knowledge & Skills:

- **Job Knowledge:** Good understanding of HR processes and requirements.
- **Systems Knowledge:** Excellent level of general IT knowledge and keyboard skills across a range of packages including Microsoft Office (Excel, Word, and Outlook); experience using care databases (data entry and report generation); strong numeracy skills; ability to learn systems quickly and troubleshoot problems independently is essential.
- **Organisational Skills:** Ability to prioritise workload effectively, able to work under pressure, meet deadlines and problem solve; strong organisational and time management skills; attention to detail and accuracy; naturally resilient and able to deal with change.
- **Communication:** Excellent written and oral communication skills; excellent interpersonal and customer service skills; able to deal tactfully and professionally with colleagues.
- **Welsh Language:** Ability to speak Welsh and respond to basic correspondence in Welsh with residents and staff (desirable).
- **Teamwork:** Ability to work as part of a team and independently; proactive and able to use initiative.
- **Customer Focus:** Committed to delivering excellent customer service for all HR users and stakeholders.

We're seeking a highly organised and professional administrator with experience in a busy office environment. Ideally CIPD Level 3 (or working towards) with a good understanding of core HR processes, you'll be confident handling sensitive information, coordinating meetings and documentation, and supporting recruitment and employee relations administration.

With strong communication skills and excellent attention to detail, you'll thrive in a fast-paced, multi-site setting, working collaboratively with managers and HR colleagues to ensure accuracy and compliance.

Experience:

- Experience of working as a team administrator in an office based, busy operational environment.
- Experience of systems administration.
- Experience of working in the care sector (desirable).



THE EH GROUP

How to Apply

To apply for this role, please email your CV and a full covering letter setting out your reasons for applying and how your experience and knowledge relates to the role and the person specification.

E. recruitment@theehgroup.com

CLOSING DATE: 5 April 2026

Applications will be reviewed as they are received. Please ensure you apply in time to avoid disappointment.

All job offers with the EH Group are subject to satisfactory pre-employment checks, an Enhanced DBS and references. Applicants are required to have the right to work in the UK and documentary evidence will be requested at the interview stage. Candidates invited to interview are encouraged to get in touch with us to discuss any support or adjustments they may require as part of the interview process.

The EH Group reserves the right to close this advert early if sufficient applications are received prior to the advertised closing date.

**Applications for the
Group HR Administrator
role are now open!**





March 2026