



# Group HR Recruitment & Training 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 includes 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-centered 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

### elliotshill

CARING ABOUT PEOPLE SINCE 1988

Providing high quality care and support to individuals:

- Community outreach
- Complex support
- Residential
- Short breaks
- Supported living



Supporting people with domiciliary home care in the community.

- Domestic support
- Personal care
- Companion services



### ashdale care

Nursing and Residential Care Home for adults and older people based in Pembroke.



Specialist training and consultancy:

- First Aid
- Moving & Handling
- Mental Health First Aid
- Medication Administration

## 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 equal 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 Role

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

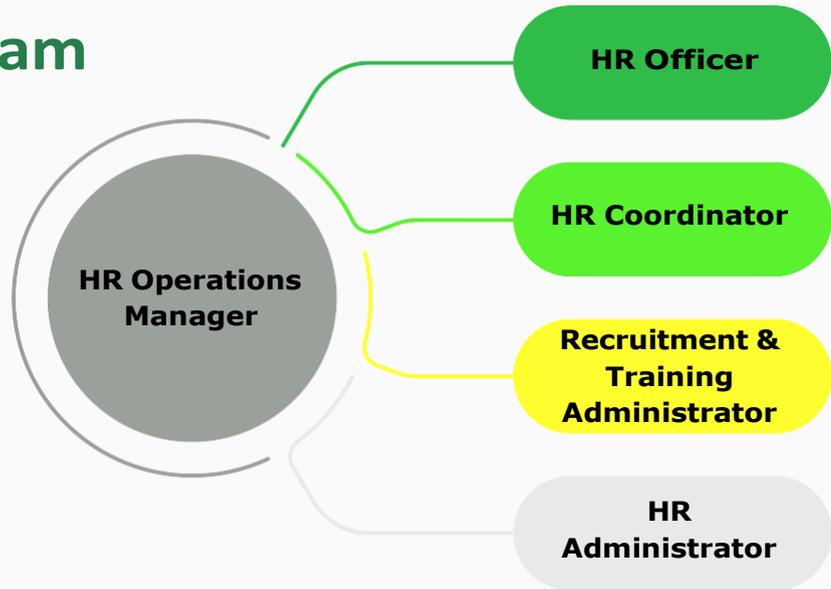
**Salary:** £26,500 to £29,000 per annum, depending on qualifications and experience

**Notice period:** 1 month

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

**We are recruiting a Group HR Recruitment & Training Administrator to join our team on a full-time permanent basis.**

## Group HR Team





# Main Duties & Key Responsibilities

## **HR Strategy, Planning & Budgets:**

- Assisting with the implementation and embedding of new HR strategies and initiatives
- Contributing to strategic HR planning activities
- Inputting recruitment, reward and communications data into planning platforms

## **HR Team Management & Administration:**

- Acting as first point of contact for general HR and recruitment enquiries
- Managing day-to-day HR administration tasks including answering the telephone, fielding enquiries, managing the HR inboxes, Social Media and HR post
- Organising general office administration including re-stocking kitchen supplies and organizing social events
- Maintaining up-to-date procedures and designing workflows for operational efficiency
- Minuting HR related meetings

## **HR Processes & Systems**

- Acting as a systems administrator for the HRMS, configuring access, maintaining accuracy and compliance
- Inputting and maintaining employee data ensuring GDPR compliance
- Generating reports for auditing and monitoring HR metrics
- Developing and maintaining workflows for recruitment and due diligence processes

**The Group Recruitment & Training Administrator provides efficient and professional HR recruitment and training administrative support and acts as the first point of contact for HR recruitment related enquiries and supports the training administration across the EH Group.**

**Working closely with the HR team and managers, the role supports internal and external engagement and communication including coordinating employee surveys, digital content for Social Media and monitoring communication across the Group.**

**The role will also support the 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.**



### **Recruitment & Selection:**

- Supporting the end to end recruitment and selection process in line with policies and procedures including equality and diversity policies
- Supporting the planning and forecasting of resourcing requirements with the Senior Management & Leadership Team
- Acting as systems administrator for the Applicant Tracking System (ATS) ensuring data accuracy and protection compliance
- Advising hiring managers on recruitment best practice and interview techniques
- Creating recruitment resources including tools, training, job adverts and application forms
- Acting as key contact for recruitment advertising partners to maximise the effectiveness of the relationship and the promotion of the employer brand
- Coordinating recruitment advertising
- Coordinating and scheduling interviews with candidates and hiring managers
- Carrying out telephone and face to face screening interviews for all applicants
- Acting as note taker in interviews
- Supporting candidates throughout the application process and enhancing the candidate experience
- Monitoring recruitment effectiveness and reporting on key metrics
- Organising work experience placements and liaising with educational institutions
- Keeping updated with recruitment trends and recommending improvements

### **Recruitment Campaigns:**

- Maintaining a calendar of recruitment events and fairs
- Building partnerships with employer/career agencies/bodies, tertiary educational institutions to support campaigns
- Managing the logistics for events including materials, travel and registrations
- Briefing and supporting colleagues attending events
- Coordinating follow-up campaigns and analysing event impact and feedback

### **Recruitment – Onboarding & Induction**

- Administering all pre-employment checks including criminal record/DBS checks, right to work and references
- Supporting international recruitment and due diligence activities
- Welcoming and assisting new starters during onboarding and induction
- Collaborating on induction administration and assigning on-line training modules
- Producing ID badges for new starters

### **Employee Relations:**

- Supporting HR casework by preparing documentation and note-taking
- Assisting with the review and revision of HR policies

### **Termination & Leavers:**

- Managing administration relating to the leaver process
- Responding to reference requests for former members of staff

### **Internal Communications – Employee Engagement:**

- Contributing to internal communications planning and scheduling
- Creating engagement materials (e.g. certificates and Yammer posts)'
- Promoting Staff Surveys and encouraging participation
- Delivering staff messages via internal platforms
- Administrative support for Viva Engage and providing guidance to employees

**External Communications – Digital Communications:**

- Contributing to external communications planning and scheduling communications activity
- Creating digital content for social media channels and websites to showcase services
- Monitoring digital engagement metrics
- Collating and curating content from internal contributors

**Quality Assurance Administration:**

- Supporting reporting to CIW and ensuring data accuracy
- Administering internal and external surveys and producing reports
- Assisting in the maintenance of operational policies
- Supporting the SCW registration process to ensure all staff maintain registration
- Conducting regular audits on compliance documents, including SCW registrations, DBS checks, driving licences and Right to Work documents, following up on required actions

**Data Protection:**

- Ensuring adherence to data retention protocols and General Data Protection Regulations (GDPR)

**Operations Support:**

- Supporting the Directors with systems maintenance and rota management

**Training Coordination:**

- Acting as liaison for QCF assessors and line managers regarding training compliance
- Attending college/Area Manager for non-compliant learners
- Serving as main contact for QCF enrolment and completion
- Administering the Learning management System (LMS) and supporting staff in its use
- Handling all training-related administration, including bookings, certificates, and course logistics
- Carrying out compliance reports for LMS and F2F training to ensure all employees are up to date and current with training.

**Health & Safety:**

- Minuting the Health & Safety committee meetings

**Business Development:**

- Contributing to potential new business development initiatives as required including development of Catalyst Training offering
- Liaising with external stakeholders such as Pembrokeshire College, SCW, CIW, training providers and assessors, employer/career agencies/bodies, and other tertiary educational institutions acting as an ambassador for the EH Group in developing its profile and offering

**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
- Support with administration across The Group to ensure a smooth running of services.



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**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.*





# The Person

## Qualifications:

- Good level of formal education including Maths and English GCSE
- Ideally CIPD Level 3 qualified or working towards a CIPD qualification
- Full driving licence and use of own car for general business use
- Ideally QCF Level 2 in Health & Social Care
- Train the Trainer certificate (or equivalent) is desirable

## Knowledge & Skills:

- **Job Knowledge:** Good understanding of HR processes and requirements.
- Experience of working in the care sector is essential
- **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 Recruitment & Training 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

- Knowledge of recruitment practices are essential
- Experience of working in a fast-paced environment
- Proficiency in MS Packages is essential



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## 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](mailto:recruitment@theehgroup.com)

**CLOSING DATE:** Monday 6 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 Recruitment &  
Training Administrator role  
are now open!**





*March 2026*