

HR Assistant – Job Description

Role Purpose:

To provide first-class administrative and advisory support within People Services, ensuring the effective and efficient delivery of HR processes across the full employee lifecycle. As the first point of contact for HR queries, the role delivers timely, accurate, and customer-focused advice while supporting leaders, managers, and employees. The HR Assistant plays a key role in maintaining compliant HR systems, driving continuous improvement, and contributing to a positive employee experience and company culture.

Key Responsibilities

- **Customer Service Excellence**
 - Act as the first line of HR support, providing clear, accurate, and timely advice to employees, managers, and leaders.
 - Deliver a professional and approachable service, ensuring queries are resolved effectively and efficiently.
 - Promote a positive employee experience by handling all interactions with empathy, discretion, and respect.
- **HR Administration & Compliance**
 - Provide comprehensive administrative support across the employee lifecycle, including recruitment, onboarding, contracts, payroll changes, and offboarding.
 - Ensure HR documentation and records are accurate, confidential, and compliant with GDPR, GMP, and company standards.
 - Maintain consistent compliance with Safety, Health and Environmental (SHE), Data Integrity (DI), and quality requirements.
- **Recruitment & Onboarding**
 - Support the end-to-end recruitment process: managing applications, liaising with hiring managers and candidates, and arranging interviews.
 - Keep the Applicant Tracking System updated and accurate.
 - Coordinate all HR onboarding activities, including contracts, references, right to work, medical checks, and personnel file creation, ensuring a seamless new starter experience.
- **HR Systems & Data Management**
 - Maintain and update HR systems with employee and pay information, ensuring data integrity and compliance.
 - Generate reports and provide insights to support HR decision-making and continuous improvement.
- **Operational Support**
 - Manage shared HR and recruitment inboxes, responding promptly to queries from candidates, employees, and managers.
 - Raise purchase orders and process invoices in a timely manner.

HR Assistant – Job Description

- Support HR projects and initiatives, contributing ideas for process improvements and efficiency gains.
- **Collaboration & Continuous Improvement**
 - Liaise with leaders, managers, and staff to ensure HR services meet business needs.
 - Actively identify opportunities to improve HR processes and enhance service delivery.
 - Share knowledge and support colleagues across the HR team to build capability and resilience.

Good Manufacturing Practice - GMP

CPI have a responsibility to manufacture medicinal products of the requisite quality, fit for their intended use and be in accordance with the relevant Manufacturing and Marketing Authorisations, Clinical Trial Authorisation, Product Specification, Drug Master File or CEP Dossier as appropriate and which do not place patients at risk due to inadequate safety, quality or efficacy. The Pharmaceutical Quality System, which incorporates Good Manufacturing Practice, is designed to deliver this quality objective, the attainment of which requires the participation and commitment of all staff across departments and at all levels within the company.

Good Manufacturing Practice is the part of Quality Management which ensures that products are consistently produced to the correct quality standards. To comply with the principles of GMP, it is required that clearly defined procedures are adhered to when performing operations across CPI.

Data Integrity - DI

Data Integrity is the degree to which data are complete, consistent, accurate, trustworthy, reliable and that these characteristics of the data are maintained throughout the data life cycle. The data should be collected and maintained in a secure manner, so that they are attributable, legible, contemporaneously recorded, original (or a true copy) and accurate. Assuring data integrity requires appropriate quality and risk management systems, including adherence to sound scientific principles and good documentation practices.

CPI, as a GXP organisation, have developed a Pharmaceutical Quality System, which incorporates a DI Governance System – a series of arrangements to ensure that data, irrespective of the format in which they are generated, are recorded, processed, retained and used to ensure the record throughout the data lifecycle.

To comply with the principles of DI, it is required that clearly defined procedures are adhered to when performing operations across the site. All staff are actively encouraged/supported in the reporting of errors, omissions and undesirable results.

Direct reports: No direct reports

Person specification

Education / Qualifications:

HR Assistant – Job Description

Essential:	Desirable:
Educated to Level 3 (or equivalent) in an admin/HR/business related subject.	Educated to CIPD Level 3 (or Higher).

Competencies and behaviours	
Leadership (Core)	Decision Making (Core)
<ul style="list-style-type: none"> Respects and values our diverse people and the differing talents, skills and backgrounds that they bring to projects and day-to-day work. Has a positive influence on those they are in contact with. Gains the respect and confidence of colleagues and supports them in achieving their goals and targets. Aligns their behaviours and actions to our PRIDE values, vision and goals. 	<ul style="list-style-type: none"> Within area of expertise recognises, identifies and defines problems. Generates and evaluates alternatives, draws conclusion and analyses risk. Takes timely and correct action using established methods to ensure effective solutions are implemented by working as a team and with and focused outcomes to be delivered.
Communication (Core)	Developing self and others (Core)
<ul style="list-style-type: none"> Communicates in a clear and concise manner, covering all relevant points in a timely manner. Uses the appropriate route and format to communicate. Confirms understanding of others communication. Asks questions to understand other people's viewpoints, keeping an open mind and embracing new ideas. 	<ul style="list-style-type: none"> Knows own career aspirations and clearly communicates them to relevant colleagues whilst actively working to achieve goals. Sets personal development goals and deploys strengths to achieve them. Takes responsibility for one's own performance and actions, and invites and incorporates feedback from a variety of sources. Regularly reflects on own capabilities to identify development priorities.
Collaboration (Core)	Delivery (Core)
<ul style="list-style-type: none"> Establishes effective working relationships with other colleagues. Builds and maintains a network of internal and external contacts. Actively seeks, values and incorporates different views and ideas to broaden their prospective, embracing differing perspectives and unconventional ideas. 	<ul style="list-style-type: none"> Plans, prioritises and leads own area of work to deliver specified and agreed outcomes (time and standard). Accurately scopes out length and difficulty of tasks, and repeatedly estimates correct amount of time needed for tasks. Refers to lessons learnt from other projects/ tasks with related scope.

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	<ul style="list-style-type: none"> • Acts with minimal supervision or direction by being purposely empowered to make decisions when needed. • Pays attention to detail and delivers accurate and high quality outputs.
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Knowledge and Experience:

Essential:	Desirable:
<p>Experience of working in a busy office environment and managing a high volume and varied workload.</p> <p>Experience of using Microsoft Office systems in a business setting.</p> <p>Experience of business systems to process information accurately and efficiently.</p>	<p>Experience of working in a HR/L&D function.</p> <p>Experience of coordinating events, appointments and meetings.</p>

Signature of Job Holder	
Printed name Signature Date	