

*The role*

The purpose of this role is to provide timely and accurate administrative support to the HR team, which has responsibility for all HR matters for over 300 employees at Chaucer's City of London Headquarters.

*About us*

Chaucer is a leading insurance group underwriting risks at Lloyd's, the world's specialist insurance market. It deploys specialist underwriters in all major insurance and reinsurance classes, including marine, aviation, casualty, energy, property and treaty.

Chaucer has offices in London, Copenhagen, Miami and Singapore and is the focus of international operations for The Hanover Insurance Group, Inc., based in Worcester, Massachusetts, which is one of the largest insurance businesses in the United States.

*Main responsibilities*

Recruitment:

- Assist in the arrangement of interviews
- Contract/offer letter production
- Issuing the online Employment medical checks
- Setting future joiners up on the Hireright system (Reference Checking system)
- Sending out welcome letters, starters packs for new joiners
- Conducting 1st morning inductions for new joiners

HR Operations:

- Production of letters, such as probation review letters, promotions, transfers, salary increases, changes in reporting line and leaver letters.
- Monitoring probation reviews, ensuring timely return of paperwork and completing letters
- Making sure Open Door (our HR system) is always up to date
- Production of Management Information – inclusive of Performance Reports, departmental KPI's and Talent data
- Day to day maintenance and updates of employee records held on the HR systems (manual and electronic)
- Maintaining departmental trackers
- Updating the 'Movements File' for all relevant movements/changes within the company
- Setting up new joiner catch up's with the HR Business Partner
- Updating intranet content including any relevant HR Chaucer news and current vacancies.
- Updating policies and procedures as directed
- Processing invoices
- Monthly Reporting including, but not limited to:
  - Monthly operational performance report
  - Updating contact cascade for Business Continuity
  - Chaucer Foundation, the charitable report
  - Holiday accruals report
  - Underwriting actuals report

Scanning of HR related paperwork and centrally filing including archiving

Continuously looking for system and process improvements

Complete the leaver's process including outstanding fees owed, calculating holidays, drawing up leaver's letter and setting up exit interviews

## Our requirements

### Experience

#### Essential

- Previous experience working in an HR environment
- Knowledge of HR matters

### Technical Skills

#### Essential

- Microsoft Office – Office XP
- Word – advanced
- Excel – advanced

### Personal Skills

#### Essential

- Ability to be thorough
- Adapt to a pressured environment
- Self-motivated
- Excellent organisational skills and a methodical approach
- Attention to detail
- Effective prioritisation
- Flexible and adaptable
- Good communication skills with the ability to liaise at all levels
- Team player
- Ability to use initiative

### Education and qualifications

#### Essential

- 3 A' Levels or equivalent
- 5 GCSE's at C+
- English at B+

#### Desirable

University Degree