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COURSE BROCHURE

Advanced HR Operations and Administration Training Course for Officers

12 – 23 April 2027
Milan

Advanced HR Operations and Administration Training Course for Officers

Ref: 315_10640 **Date:** 12 – 23 April 2027 **Location:** Milan **Fees:** 11100 GBP

HR Operations and Administration is a 2-week training course for HR officers, coordinators and administrators who keep the people function running every day, and each participant assembles an HR officer desk toolkit of templates, trackers and standard replies. Managers and employees now judge HR by the speed, accuracy and tact of everyday transactions, so desk-level skills shape the function's reputation. Jupiter Prime Training offers this course on HR Operations and Administration.

Why HR Operations and Administration Matters Now

HR officers sit where three expectations meet: employees who want quick, correct answers through email, portals and the front desk; managers who need letters, contracts and reports without delay; and auditors who expect every file, figure and decision to be traceable. Officers who meet these expectations earn trust and free senior colleagues for advisory work; those who fall short create rework, data errors and complaints that damage the function's standing. The course draws on spreadsheet reporting techniques, plain-language writing standards, structured interviewing and the workforce data definitions behind ISO 30414, the international guidelines for human capital reporting.

Who Gains Most from HR Operations and Administration

- Officers who prepare offer letters, contracts, certificates and employee correspondence
- Coordinators who schedule interviews, inductions and HR events across departments
- Administrators who maintain employee master data and monthly HR reports
- Front-line HR staff who answer employee questions by email, phone and in person
- Officers who draft or update procedures and forms for the HR manual

An HR operations or shared-services desk gains most when several members attend together and leave with one common set of templates and service standards.

HR Operations and Administration Capabilities

The course moves HR officers from completing tasks to running a reliable, auditable HR desk.

- Build HR reports with pivot tables, lookup formulas and simple charts — HR manager
- Specify standard letters and contract templates with controlled wording — legal reviewers and employees
- Apply structured interview notes and scoring sheets — hiring managers
- Design an employee query log with categories and response targets — HR service lead
- Communicate policies in plain language employees can act on — staff and supervisors
- Test personal decisions against an HR code of ethics — internal audit and employees

Key HR Operations and Administration Terms

- Employee master data — the core personal and job records held for each employee, used by payroll and reporting.
- Pivot table — a spreadsheet feature that summarises large lists, such as headcount by department, without manual counting.
- Standard letter template — a pre-approved document with fixed wording and fields for employee-specific details.
- Query log — a register of employee questions recording category, owner, response time and outcome.
- Plain-language writing — clear, short, direct wording that readers understand on first reading.
- HR code of ethics — the principles guiding confidentiality, fairness and integrity in HR decisions and conduct.

HR Operations and Administration Day by Day

Day 1: The Professional HR Officer

- HR Officer Role Profile — Duties, Boundaries and Escalation Points
- Internal Customer Map — Employees, Managers and Payroll Partners
- HR Code of Ethics — Confidentiality and Fair Treatment Choices
- Credibility Habits Checklist — Reliability Signals Colleagues Notice
- Personal Development Log — Skills to Build Over the Course

Day 2: HR Administration Systems

- Employee Master Data Fields — Accuracy for Payroll and Reports
- HR Calendar of Recurring Tasks — Deadlines Across the Month
- Workflow Checklists — New Joiner, Transfer and Leaver Steps
- Digital Filing Conventions — Naming, Versions and Access Rights
- Data Quality Spot Checks — Catching Errors Before Payroll Cut-Off

Day 3: Employment Documentation

- Offer Letter and Contract Templates — Controlled Wording and Fields
- Employment Certificates and Letters — Standard Requests Handled Quickly
- Document Approval Matrix — Who Signs Which Letter
- Personnel File Checklist — Mandatory Documents by Stage
- Version Control for Templates — Avoiding Outdated Clauses

Day 4: Interviewing and Selection Support

- Interview Scheduling Logistics — Panels, Rooms and Candidate Communication
- Structured Interview Question Bank — Consistent Questions per Role
- Interview Note-Taking and Scoring Sheets — Evidence for Hiring Decisions
- Candidate Experience Touchpoints — Professional Image of the Employer
- Reference and Document Verification — Pre-Employment Checks

Day 5: HR Reporting With Spreadsheets

- Spreadsheet Data Hygiene — Clean Lists Before Analysis
- Lookup Formulas — Joining Payroll and Headcount Lists
- Pivot Tables for Headcount and Turnover — Monthly Summaries
- Conditional Formatting — Flagging Expiring Contracts and Probations
- Simple HR Charts — Visual Monthly Report for Managers

Day 6: HR Metrics for Officers

- Workforce Data Definitions Aligned With ISO 30414 — Consistent Counting Rules
- Turnover and Absence Rate Calculations — Correct Monthly Figures
- Time-to-Hire Tracking — Recruitment Progress Reports
- Training Hours Records — Attendance and Completion Data
- Monthly HR Dashboard Pack — One Page for the HR Manager

Day 7: Policy and Procedure Writing

- Plain-Language Writing Rules — Short Sentences and Active Voice
- Procedure Mapping — Steps, Owners and Forms
- Policy Template Structure — Purpose, Scope, Rules and Exceptions
- Frequently Asked Questions Sheets — Turning Policies Into Answers
- Policy Change Notices — Informing Staff of Updates

Day 8: Employee Query Handling

- Query Log Design — Categories, Owners and Response Targets
- Standard Response Library — Consistent Answers to Common Questions
- Telephone and Front-Desk Etiquette — Calm, Accurate Service
- Handling Upset Employees — Listening and De-Escalation Techniques
- Escalation Rules — When to Refer to Specialists or Managers

Day 9: Service Mindset and Workplace Effectiveness

- Service Standards Charter — Promises Made to Employees
- Time and Priority Management — Handling Competing HR Requests
- Professional Email Writing — Tone for Sensitive Topics
- Meeting Minutes and Action Logs — Recording HR Decisions
- Peer Feedback Practice — Improving Service Through Colleagues' Views

Day 10: Practising the HR Officer Desk Toolkit

- Documentation Templates Applied — Letter Set for the Toolkit
- Spreadsheet Report Applied — Monthly Headcount and Turnover Sheet
- Query Log Applied — Live Scenarios Handled and Recorded
- Peer Review of Toolkit Items — Accuracy and Tone Checks
- HR Officer Desk Toolkit — Final Version for the HR Manager

Applying HR Operations and Administration After the Course

- Set up an employee query log with categories and response targets and report the first month's volumes and response times to the HR manager.
- Rebuild the monthly headcount and turnover report using pivot tables and lookup formulas, cutting manual counting and checking errors against payroll.

HR Operations and Administration Questions FAQ

What is HR Operations and Administration and why does it matter now?

HR Operations and Administration is the documentation, records, reporting, policy and service work that HR officers run daily. It matters now because employees and managers judge the whole HR function by the speed and accuracy of these everyday tasks.

Which roles gain most from HR Operations and Administration training?

HR officers, coordinators and administrators gain most. You benefit if you prepare HR letters, maintain employee data, support interviews, build monthly reports or answer employee questions at the HR desk.

How does HR Operations and Administration differ from an HR business partner course?

It concentrates on desk-level operations rather than consulting with business leaders. An HR business partner course covers contracting, diagnosis and influence; this one builds the documentation, spreadsheet reporting, policy writing and query handling that officers run every day.

What do you bring back from HR Operations and Administration training?

You bring back an HR officer desk toolkit of letter templates, a spreadsheet report, a query log and standard replies. You can put these to use in your HR operations from the first week back.

HR Operations and Administration: The Way Forward

The HR officer desk toolkit is the work product participants take back. Its first use is to decide which letters, reports and replies become the desk's standard, a choice made with the HR manager. After a month in use, the toolkit is worth revisiting with query log data to see which requests still take too long and which templates need sharper wording.