
HR Administration and Personnel Operations Management Training Course

23 – 27 May 2027
Amman





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Ref: 166_16132 **Date:** 23 – 27 May 2027 **Location:** Amman **Fees:** 3100 GBP

Programme Summary

HR administration and personnel operations management is a one-week training course for HR administration managers, personnel officers and HR operations supervisors at intermediate to advanced level, culminating in an HR administration improvement plan for their own team. Errors in contracts, leave balances or payroll inputs erode trust in HR faster than any strategic misstep, and many administration teams still rely on scattered files and informal workarounds. The approach follows the employee lifecycle, strengthens records and controls, then improves service and processes. Mars Training Centre UK delivers this programme in HR administration and personnel operations.

The Business Case

HR administration is where employees experience HR most directly: the offer letter, the first payslip, the leave request, the exit paperwork. When records are incomplete or processes inconsistent, organisations face payroll corrections, disputes, audit findings and data privacy exposure. Supervisors who run personnel operations with clear standards and controls protect the organisation from avoidable risk.

- Payroll and Data Error Rates: Fall as inputs are validated and records follow a single standard.
- HR Query Resolution Time: Shortens as a structured service desk and knowledge base replace ad hoc responses.
- Audit and Privacy Findings: Reduce as documentation, retention and access controls are applied consistently.

Principles and Evidence Base

- Employee Lifecycle Model: The stages from offer to exit organise the administration processes covered in Sessions 1 and 2.
- Records Retention Schedules: Defined retention and disposal periods for personnel records shape the documentation standards in Session 3.
- ISO/IEC 27701: Its privacy information management controls frame employee data protection in Session 3.
- ISO 30414: Its human capital reporting areas guide the HR administration metrics built in Session 4.

Intended Participants

- Managers who run HR administration, records and personnel services teams.
- Personnel officers taking on supervisory responsibility for HR operations.
- HR operations supervisors who prepare payroll inputs, leave and attendance data.
- HR generalists responsible for policies, procedures and audit readiness in smaller organisations.



The programme serves government bodies, hospitals, banks, manufacturing and hospitality organisations.

Learning Outcomes

1. Participants will be able to evaluate the accuracy and completeness of personnel records and HR data.
2. Participants will be able to construct standard documents and checklists for each stage of the employee lifecycle.
3. Participants will be able to apply controls to payroll inputs, leave and attendance data.
4. Participants will be able to design documentation, retention and access rules that protect employee data privacy.
5. Participants will be able to organise an HR service desk with service levels and a knowledge base.
6. Participants will be able to prioritise improvements to HR administration processes using metrics and audit evidence.

Programme Structure

Day 1: HR Administration Foundations and the Employee Lifecycle

What does good HR administration look like at each lifecycle stage?

- HR Administration Scope and Service Expectations
- Employee Lifecycle Map From Offer to Exit
- Offer Letters, Employment Contracts and Variations
- Onboarding Documentation and Induction Checklists
- Personnel File Structure and Mandatory Records

Day 2: Leave, Attendance and Payroll Inputs

How are time, absence and pay data captured and controlled?

- Leave Types, Entitlements and Balance Management
- Attendance, Overtime and Shift Records
- Payroll Input Calendars and Cut-Off Controls
- Validation, Reconciliation and Segregation of Duties
- Transfers, Promotions and Exit Settlements Administration

Day 3: HR Documentation, Data Quality and Privacy

Are personnel records accurate, secure and kept only as long as needed?

- HR Data Standards and Master Data Ownership
- Records Retention Schedules and Disposal
- ISO/IEC 27701 Privacy Controls for Employee Data
- Access Rights, Confidentiality and Data Requests
- HRIS Data Quality Checks and Clean-Up



Day 4: HR Policies, Service Delivery and Reporting

How do HR administration teams serve employees and managers consistently?

- HR Policy and Procedure Drafting and Version Control
- HR Service Desk Tiers and Query Categories
- Service Levels and Knowledge Base Articles
- HR Administration Metrics Aligned to ISO 30414
- Monthly HR Reports for Management

Day 5: Applying HR Administration Improvements

Which improvements will reduce errors and risk first?

- Day 1 Lifecycle Map Tested for Gaps and Delays
- Day 2 Payroll Input Controls Applied to a Sample Cycle
- Day 3 Records Audit Using a Readiness Checklist
- Process Simplification and Automation Opportunities
- HR Administration Improvement Plan Completion

Methodology

The programme relies on structured exercises with realistic personnel files, payroll input sheets and policy extracts. Participants audit sample records, build checklists and templates, and compare practice across public and private sector settings. Each session adds a component to the improvement plan.

- Suggested activity: Auditing a sample of personnel files from a hospital against a records checklist.
- Suggested activity: Reconciling leave and overtime data before a payroll cut-off in a manufacturing plant.
- Suggested activity: Writing knowledge base answers for the ten most frequent HR queries in a bank.

Capstone Output

Each participant completes an HR administration improvement plan for their team. It contains a lifecycle document set, payroll input controls, records and privacy rules, service desk design, monthly metrics and a prioritised list of process improvements with owners.

Frequently Asked Questions

Is HR administration training suitable for experienced HR officers moving into supervision?

Yes. It is set at intermediate to advanced level for officers and supervisors who already handle HR transactions and now need to organise, control and improve the work of a team.



Which standards does HR administration and personnel operations management rest on?

It rests on the employee lifecycle model, records retention schedules, ISO/IEC 27701 privacy controls and the human capital reporting areas of ISO 30414.

How is the HR administration improvement plan used at work?

You can use it to agree priorities with your HR manager and track error rates and service levels.

How does HR administration differ from payroll governance courses?

It covers the whole personnel lifecycle, records, privacy and HR service, treating payroll inputs as one stage rather than focusing on payroll calculation and assurance.