
Key Performance Indicators for **Admin and Human Resource Assistant**:

1. Administrative Efficiency:

- **Timeliness of Administrative Tasks:** Measure the time taken to complete administrative tasks such as processing paperwork, scheduling meetings, and organizing documents.
- **Accuracy of Data Entry:** Track the accuracy of data entry in systems like HRIS (Human Resource Information System) or databases by comparing entered data with source documents.
- **Meeting and Event Coordination:** Assess the efficiency and effectiveness of coordinating meetings, events, and travel arrangements by tracking adherence to schedules and feedback from participants.

2. HR Support:

- **Recruitment Support:** Measure the effectiveness of recruitment support by tracking metrics such as time-to-fill vacancies, candidate satisfaction, and the quality of candidate profiles sourced.
- **Onboarding Process:** Evaluate the effectiveness of the onboarding process by monitoring new hire satisfaction, time-to-productivity, and completion of onboarding tasks.
- **Training and Development Support:** Assess support for training and development initiatives by tracking attendance rates, training completion rates, and feedback from participants.
- **Employee Records Management:** Measure the accuracy and completeness of employee records management by tracking compliance with record-keeping requirements and audit results.

3. Customer Service and Communication:

- **Communication Effectiveness:** Track the timeliness and clarity of communication with internal stakeholders regarding HR policies, procedures, and administrative matters.

4. Compliance and Policy Adherence:

- **Regulatory Compliance:** Monitor adherence to relevant labor laws, regulations, and company policies related to HR and administrative functions.
- **Policy Implementation:** Assess the successful implementation of HR policies and procedures by tracking compliance rates and feedback from stakeholders.

5. Professional Development:

- **Skills Enhancement:** Monitor the acquisition and enhancement of skills relevant to the role through participation in training programs, certifications, and professional development activities.
- **Performance Improvement:** Track improvements in job performance through regular performance evaluations and feedback from supervisors.

6. Efficiency and Cost Management:

- **Resource Utilization:** Measure the efficient use of resources (e.g., time, budget) in carrying out administrative and HR tasks.
- **Cost Reduction Initiatives:** Identify and implement initiatives to reduce administrative and HR-related costs while maintaining or improving service quality.

7. Team Collaboration:

- **Collaboration Effectiveness:** Assess the ability to work collaboratively with other team members and departments to achieve common goals and objectives.