

ROLE PROFILE

The 'role profile' is the contractual element and generically sets out in broad terms the responsibilities the post holder is expected to have

Job Title: HR Business Support Officer

Salary Band: Band 2

Generic Responsibilities

- Assist with the development and maintenance of a range of efficient administration processes and procedures in order to support the effective operation of the service area.
- Ensure a positive and flexible approach to the variety of tasks within the role in order to meet customer and work demands.
- Ensure the use of IT is maximised to enhance quality and efficiency of service provision.
- Ensure that the full range of complex and sensitive data is accurately and securely maintained and retrieved effectively; ensuring compliance with relevant legislation.
- Operate as an effective and reliable team member to achieve own accountabilities and team objectives.
- Maintain and refresh established systems and processes, responding to current and future service needs.
- Assist with the review of relevant business processes to evaluate that they are fit for purpose.
- Assist in the resolution of enquiries to ensure a customer focussed, high quality service is provided.
- Undertake research and information gathering as requested, including analysing findings.

Corporate Accountabilities

Equality, Diversity and Inclusion

- Work to eliminate unlawful discrimination, harassment and victimisation and report incidents as they occur. Treat everyone with dignity and respect and ensure individual's needs are met. Challenge inappropriate behaviour and language constructively.

Health and Safety

- To operate with due regard to the Council's policies, procedures and guidance and undertake any health and safety training as appropriate.

Information security and governance

- Manage information in line with the Council's policies, procedures and guidance on Data Protection, GDPR, Freedom of Information, confidentiality, information security and sharing to ensure compliance and efficient and effective information governance.

Safeguarding

- Maintain awareness of Council policies and practices regarding the safeguarding of children, young people and vulnerable adults who may be at risk. Report concerns in accordance with corporate guidance and procedures.

TASK SPECIFICS

The 'task specifics' is the non contractual element of your post and is a more detailed description of day to day activities which will be reviewed in line with the appraisal process and can change when priorities change

Purpose of the job

To provide dedicated HR and administrative support as required in respect of the HR Team. Specifically, but not exclusively, in relation to:

- Vacancy Management/Recruitment and Selection
- HR elements of Payroll processes
- Timely, accurate and appropriate maintenance of HR Systems/records/files (electronic and manual)

Service to Customers			
<ul style="list-style-type: none"> • Assist line managers on recruitment and selection end to end process • Support the on-boarding process of new employees • Calculate and inform employees and managers on annual leave entitlement 			
Business Improvement/Planning Responsibility			
<ul style="list-style-type: none"> • Upload vacancies and associated documents onto the appropriate software, intranet and website as appropriate • Process arrangements for recruitment using the web portal, preparing and issuing recruitment packs, maintain job vacancy files, confirming interview arrangements with all candidates and panel members, preparing interview packs for panel and ensuring that all pre-employment checks are satisfactorily completed • Preparation of contracts of employment and other related documents in a timely manner • Monitor and maintain probationary process • Set up new starters on the HR System and Learning Management System • Assist with payroll administration with regards to new starters, leavers, contract variations and absence information, in a timely manner whilst ensuring accuracy and compliance • Assist with the administration related to staff absence • Assist with training administration and maintain records of training 			
Managing Resources (People, equipment, buildings)			
N/A			
Knowledge and Skills			
<ul style="list-style-type: none"> • Good standard of education, including English and Mathematics at GCSE level or equivalent • Demonstrable experience of HR administration • Ability to stay calm and focussed, working to deadlines and prioritising own workload • Excellent communication, organisational, time management skills • Ability to demonstrate emotional resilience • Ability to produce work of high accuracy and show attention to detail • Ability to interrogate computer systems 			
Values and Behaviours			
Work to the Council's Values and associated Behaviours			
We are Working Together	We are Fair	We are Dependable	We put Communities first
We are one team, all working towards the Council's vision for the district	We treat people fairly, we are inclusive and embrace our differences	We do what we say we are going to do, you can trust us to deliver on our promises	We listen, we set targets for ourselves and the services we deliver

Date Prepared: Reviewed February 2020

This position is subject to a relevant disclosure check	YES
This is a politically restricted position	NO