

JOB PROFILE

Job Title:	HR Support Officer
Service Area:	Human Resources
Grade:	5 (Level 1) 6 (Level 2)
Reporting Manager:	HR Operations Manager
Direct reports:	None

Job summary:

To work as part of the HR team providing effective service including recruitment administration, first line HR advice working alongside payroll and providing support to the HR team.

Key responsibilities:

Level 1 -

- To undertake recruitment and on-boarding administration for the Council (including seeking references and DBS checks where needed) ensuring adherence to relevant policies and procedures to give a fast and effective service to line managers and applicants.
- Provide first line advice to managers and staff on HR and L&D policies and procedures, such as the Attendance Procedure.
- Maintain the HR/Payroll system and make changes as necessary to ensure that accurate information is held about all employees.
- Produce detailed and accurate administration and correspondence for employees and managers e.g. contracts and variations to contracts, holiday entitlements, leavers process etc to give a good standard of communication to employees and managers.
- Assist in updating and maintaining standard documentation, administration procedures and training materials
- Take part in the provision of the HR Helpline service to employees
- Maintain all electronic employee files for staff across the Council in a secure and confidential manner to meet legal and moral obligations using nominated systems.
- Maintain a diary system to ensure tasks are actioned in a timely manner and in line with the payroll deadlines.

- Ensure that all payroll related documentation for starters, leavers and changes are completed and sent to Payroll in line with deadlines to ensure the accuracy of the individuals pay.
- Undertake monitoring duties e.g. collating equalities records and producing reports to ensure a consistent application of HR policies across the Council.
- Work alongside the payroll provider to provide support and information as required eg carrying out payroll checks.
- Provide information, data and support to senior members of the HR and L&D team.
- To work as part of the HR team to ensure a high quality, accurate and cost-effective service to the Council.
- To contribute to delivery of the HR Service Plan and People Strategy

Level 2 – in addition to Level 1

- To support the HR Operations Manager in working with the payroll provider, raising any issues and concerns to improve the payroll service through regular contact and monthly meetings.
- To provide advice and support to managers, employees and members on effective use of the Council's HR policies and provide support and guidance on Policy case work.
- To provide advice and support to managers on Employee Relations work, delivering a highly effective policy development and HR advice service to the Council.
- To assist the HR Business Partners in actively promoting the work of HR including current policies and initiatives.
- To explain to employees their employment rights e.g. maternity benefits, flexible working requests, early severance.
- To support the HR Business Partners in advising, arranging and delivering learning and development interventions to improve skills and knowledge across the Council.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](http://north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Level 1 GCSE Grade C (or equivalent) standard in Math's and English Language	E
	Willingness to study for CIPD Foundation Certificate Human Resources (Level 3)	E
	Level 2 CIPD Foundation Certificate Human Resources (Level 3)	E



Job related experience & knowledge:	<p>Level 1 Excellent keyboard skills and use of Microsoft Office including Outlook, Word, and Excel.</p> <p>Experience in an administration role including following strict processes & procedures</p> <p>Able to provide first line advice</p> <p>Experience of organising and maintaining electronic filing systems</p> <p>Experience of extracting and collating data</p> <p>Experience of drafting correspondence and managing diary</p> <p>Experience of working with high degree of accuracy</p> <p>Previous experience in a HR support/ administration role</p> <p>Use of HR/Payroll systems</p> <p>Level 2 (in addition to Level 1) Experience of using a computerised HR/Payroll system</p> <p>Experience of advising managers on HR issues such as employee absence, conduct, recruitment, selection, learning and development.</p> <p>Able to demonstrate a good knowledge of Employment Law and HR best practice.</p> <p>Previous Local Government experience</p> <p>Job evaluation</p> <p>Understanding of pensions</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
Skills & attributes required for the role:	<p>Level 1 Experience of prioritising own workload on a daily and weekly basis</p> <p>Excellent oral and written communication skills</p> <p>Ability to relate with staff at all levels.</p> <p>Ability to work without supervision and use initiative.</p> <p>Accepts personal responsibility.</p> <p>Confident in conversing in fluent English which is sufficient to fulfil all aspects of the role.</p> <p>Level 2 (in addition to Level 1) Influencing skills to gain staff/management support for HR policies and advice.</p> <p>Effective communication with all staff and managers</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>



Other:	Level 1 & 2	
	Experience of working effectively as part of a team.	E
	Self-motivated	E
	Flexible attitude to work	E
	Positive attitude to change	E
	Remain calm under pressure	E
	Maintains strict levels of confidentiality	E

Signed.....

Date.....

