

Role Profile

This section provides key information relating to the role

Job Title:	Human Resources & OD Support Officer		
Post No:	RP0062	Grade:	F
Team:	Human Resources & Organisational Development	Location:	Campus East
Responsible to:	Head of Human Resources & Organisational Development		

Overall job purpose:

To provide administrative support for all aspects of the HR&OD service to support the delivery of an effective and professional HR&OD service to the council.

To be responsible for organising day to day activities on behalf of the team.

Within the team there are two support officers, and one will primarily support Recruitment and HR, and one will primarily support Learning & Development and HR, but both will be able to cover for each other.

Key areas of focus:

1.	To provide administrative support to the HR team, including responding to routine enquiries, drafting correspondence and general office procedures.
2.	Responsible for updating employee details as required on the council's HR / Payroll System. To ensure that all files are scanned and stored appropriately on the relevant system.
3.	Responsible for the Learning Management System including adding events, updating staff changes, assisting users, releasing mandatory courses, and producing reports.
4.	To administer the shared HR inboxes, dealing with enquires where possible and passing on information to the relevant person where required. Administer the DSE sight test e-vouchers for officers.
5.	Co-ordinate and facilitate the quarterly Corporate Induction regularly reviewing content and the Induction Checklist to reflect changing priorities or policy.
6.	To administer the sickness absence portal, including setting up new starters, amendments of notification requests, uploading of fit notes and checking for missing information. Check and escalate daily. Maintain drive for work portal. Chase and escalate as required.
7.	To assist with the administrative recruitment process, including checking documents for accuracy, facilitating assessments, arranging interviews and assist with the administration of the recruitment portal. Complete right to work and qualification checks post selection
8.	Coordinate all agency worker recruitment, maintain the agency spreadsheet, issue status determination correspondence and ensure collation of off framework contracts. Escalate to HR Business Partner as required.

9.	Liaise with internal and external trainers to organise training; arrange dates, obtain links for online training, ensuring rooms are booked and IT equipment working appropriately, distribute any resources, collate data and prepare reports on HR activities, including training attendance / evaluation.
10.	Responsible for procurement card and the raising of purchase orders and processing invoices. Managing the year end process for the HR and OD team.
11.	To arrange and service meetings: book and prepares rooms, prepare and circulate agendas and papers/panel packs, take and circulate minutes and monitor follow up in a timely manner.
12.	Attend meetings with managers to explore learning and development options and update on progress.
13.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
14.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
15.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Educated to GCSE level or equivalent, including Maths and English	x		AP
Experience in office administration or customer service	x		AP/IN
Experience in maintaining databases	x		AP/IN
Experience of dealing with confidential matters	x		AP/AS/IN
Experience in taking accurate meeting notes	x		AP
Knowledge			
Knowledge and understanding of the principles of equality and diversity	x		IN
Up to date knowledge and understanding of HR&OD impact on employment and training		x	AP/IN
Skills and abilities			

Effective communication skills, both written and verbal over a range of activities to employees, senior managers and members of the public	x		AP/AS/IN
Ability to identify problems and develop solutions to queries by interpreting information available	x		AS/IN
Ability to prioritise workload, working to tight deadlines	x		AS/IN
Ability to process information accurately, with excellent attention to detail	x		AS
Able to develop procedures and processes to meet system and team requirements	x		IN
Ability to manipulate and present data using HR systems and Microsoft Office suite	x		AS
Able to exercise complete discretion at all times	x		IN

**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview**

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.