

HR Administrator

Department	HR & OD
Pay Grade	G3
Responsible to	Head of HR & OD

Role Purpose

To provide administrative support to assist the HR & OD team with a range of HR processes across recruitment, learning and development (L & D), equalities, health and safety and wellbeing.

Role Specific Responsibilities / Accountabilities

- Act as first point of contact for external and internal enquiries, liaising with appropriate HR team members to provide general information and drafting responses as required.
- Assist with HR employee lifecycle processes including recruitment and selection, onboarding, equalities, learning and development, and health and safety and wellbeing, sickness absence, offboarding.
- Assist HR colleagues with supporting managers to embed equality, diversity and inclusion practices across the workforce.
- Update and maintain the HR information system, ensuring records are up-to-date.
- Assist with production of statistical information for equalities and HR management reports.
- Assist with payroll to ensure employees are paid appropriately each month, including new starters/transfers, increments, maternity/paternity leave, long service payments and leavers.
- Process departmental invoices and purchase orders in accordance with the Council's requirements and guidelines.
- Assist with the review, development and updating of processes, policies and procedures, and user guides.
- Ensure HR & OD information is up-to-date on the HR pages of the intranet and external website.
- Support the L & D Adviser with training, creating learning resources, and administering learning management systems.
- Administer the Council's occupational health portal in conjunction with HR colleagues.
- Carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- GCSE level grades 4 or C (or equivalent) in English and Maths
- Commitment to continuous professional development
- Competent user of Microsoft Office applications
- Ability to learn departmental IT systems
- Team player with the ability to work on own initiative and understanding of when to escalate issues
- Customer service and communication skills
- Administration skills and attention to detail
- Prioritisation, organisation and time management skills
- Problem solving skills
- Understanding of the importance of, and how to ensure, data protection and confidentiality, and compliance with current legislation
- Ability to remain calm under pressure in a fast-paced environment

Desirable Criteria

- L3 CIPD
- Previous experience in a similar role

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.
- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.

- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly