

Role Title	HR Assistant
Grade	8
Reference Number	
Service	HR & Cultural Change
Function	HR Operations
Reporting Manager	Various

Please note the HR Assistant roles are intended to provide flexibility of movement across the service to aid career development opportunities and meet the demands of the service. Therefore, the Council reserves the right to move staff employed within these roles to a different HR Assistant role as requested by the Head of Service / Manager.

Role Purpose

To provide a high-quality HR information required in real-time with responsibility for providing advisory or transactional service to colleagues and managers with the right information at the right time in line with the Council's processes, policies and procedures.

Jobs at this level have an emphasis on practical applied knowledge of specialised methods and processes, dealing with day-to-day problems and using their own judgement when to involve senior managers or escalate queries to a higher tier of the service's operating model.

This role will support the outcomes of Our People and Culture Strategy whilst working with discretion and oversight.

Corporate Accountabilities

- Work with colleagues within the team, partners and across the service to **deliver high quality services** to our residents, customers and internal colleagues.
- Proactive in **completing day to day tasks** and responding to queries in a timely manner ensuring delivery of high-quality services to our residents, customers and internal colleagues.
- **Embrace matrix working** by working collaboratively with various stakeholders, teams to deliver best outcomes in a timely manner.
- **Escalate issues in a timely manner** to senior colleagues and managers ensuring resolution is met with in a timely manner and within budget.
- **Demonstrate our organisation's values and behaviours at all times.**
- **Accountable for their own performance and development** ensuring taking responsibility for continual improvement and delivery of high performance.
- Be a **professional team player** taking action to reduce inequality and embrace diversity and inclusion.
- **Understand organisational priorities** and the need to change and engage in driving improvements in the organisation

Portfolio Accountabilities

- Provide support to HR transactional functions, HR casework or contribute to specific HR projects and service initiatives as directed by line management
- Support the provision of providing HR information, advice and guidance, manage low-level case work and / or undertake routine projects including research, drafting reports, providing recommendations and supporting the implementation of HR solutions
- Liaising with external organisations to ascertain information i.e. payroll queries
- To assess the impact of advice on the service area, manage work independently and co-ordinate the activities of others if required.

- Where relevant, informally supervise and support staff, ensuring their development and provision of effective services
- Deliver a high quality consistent professional service to internal and external customers with regards to the relevant HR processes, policies and procedures establishing and maintaining effective working relationships
- To work within set parameters within the service function and aim to meet the service level agreement and key performance indicators
- Provide workforce metrics, profiling and analysis, ensure quality of data and take steps to enhance, contribute to the development and maintenance of systems and management logs
- Monitor escalation of queries to improve front line service and support
- Deal effectively with customer complaints and service-related incidents liaising with managers as appropriate
- Work flexibly in HR functions, ensuring effective delivery of agreed work programme to meet changing service requirements
- To use computerised systems, technology, artificial intelligence (AI) and digital solutions to drive an efficient and effective service.
- To ensure that GDPR processes and protocols are in place to safeguard data and information.

Knowledge / Skills / Experience Required

Job holders at this level are likely to be CIPD Level 3 qualified or working towards this qualification or equivalent or have experience of working in a HR service. The job holder is also required to have:

- Understanding of HR services and their contribution to organisational performance
- Experience of working flexibly within a team
- The ability to guide, coach and influence effectively at all levels of the organisation
- Where appropriate experience of/ability to informally supervise staff to meet organisational objectives
- Written and verbal communication skills and the ability to build relationships and influence others based on knowledge of the area
- Knowledge of systems, HR processes and understanding of the complexities of the HR and payroll processes
- The ability to work independently and meet agreed deadlines
- An understanding of employment legislation, best practice, and organisational HR policies, processes and practices
- Experience of analysing and diagnosing problems/issues and to research and present solutions/recommendations
- Effective numeric ability and IT skills

Working Arrangements

- Able to travel across the county and work from various office locations within the county.
- Contractual base as detailed on contract, but able to work on a flexible basis in line with our Agile Working Policy.

Leading Through Our Values and Behaviours

Providing clear and visible leadership by putting our values front and centre of every behaviour, decision and action.

- Always learning
- Be kind and care
- Equality and integrity in all we do
- Taking responsibility
- Daring to do it differently