

# Role Profile and Specification – HR Support Officer

Service Area	Resources
Role Title	HR Support Officer
Location	Oxted/Agile
Reports to	HR Business Partner
Salary/Grade	TA2
Duration/Hours	24-month fixed term contract – 20 hrs per week

## Service Area Purpose

The Human Resources (HR) team manages issues related to the people employed by the Council. This includes but is not limited to recruitment, pay, performance management, organisational development, wellness, benefits, employee motivation, communication, policy administration, learning and development.

## Job Purpose

To provide efficient and effective administrative support to the HR Officer, HR Business Partners (HRBPs) and the HR function in the Council, including the payroll function.

The role will also assist in providing operational support, advice and guidance to managers and Council employees on a range of HR matters including dealing with surveys and assisting with the production of analytical reports to support HR Key Performance Indicators (KPIs).

## Specific Responsibilities

This is a wide ranging HR Support role, with duties including:

- Assist with the processes and administration for recruitment (including work experience placements), on-boarding, employee relations and terms and conditions.
- Carry out monthly checks including new starters and leavers information for the Council's Health Cash Plan, My Staff Shop and Local Government Pension Scheme (LGPS).
- Administration of the HR inbox, responding to e-mails.
- Provide general administrative support to the HR team.
- Raising/monitoring purchase orders.
- Assist with the maintenance and updating of HR statistics and benefits, e.g. Office of National Statistics.

- Assist with responses to FOI requests relating to HR.
- Where appropriate answer HR enquires from employees and managers, or signposting enquiries to the HR Officer or HRBPs.
- Provide support and advice to people managers on recruitment and Tribepad (applicant tracking system), including the recruitment of temporary employees.
- Carry out checks of monthly and ad-hoc (elections) payroll input ensuring accuracy to achieve 'right first time' results.
- Supporting customer self-serve and identifying opportunities for the Council to initiate further enabling and self-serve.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Undertake such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this post.

## Person specification

### Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> <li>• Good standard of general education required, including Maths and English and/or equivalent experience.</li> </ul>	<ul style="list-style-type: none"> <li>• HR qualification and/or relevant experience.</li> <li>• Payroll qualification and/or relevant experience.</li> </ul>

### Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>• Proven administrative experience.</li> <li>• High level of numeracy and accuracy.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an HR function.</li> <li>• Experience of recruitment.</li> <li>• Experience of working with an HR Information System (HRIS).</li> <li>• Experience of assisting with a payroll function.</li> <li>• Experience of payroll processing.</li> </ul>

### Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"> <li>• Ability to work in a small team.</li> <li>• Tact and diplomacy when communicating with employees and managers.</li> <li>• Able to analyse information logically.</li> <li>• Ability to organise and prioritise workload to meet deadlines.</li> <li>• Solutions/customer focused.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of a range of HR and Payroll processes.</li> <li>• An understanding of the underpinning legislative/regulatory/technical context for processes and cases in HR and Payroll.</li> </ul>

<ul style="list-style-type: none"> <li>• Able to interpret information/situations to resolve problems using creative thinking.</li> <li>• Understanding of the broad requirements of the data protection principles.</li> <li>• Commitment to equality and diversity.</li> </ul>	
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