

## ROLE PROFILE

<b>Job Title:</b>	HR Support Officer	<b>Job Code:</b>	R/H6
<b>Department:</b>	Human Resources	<b>Version:</b>	1.1
<b>Reports To:</b>	HR Business Partner	<b>Date Created:</b>	December 2018
		<b>Grade:</b>	F

<b>Is this a politically restricted Post?</b>	Yes/ No	<i>(*if yes, see our policy on what this means)</i>
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## ORGANISATIONAL CONTEXT

### Our Vision as an organisation is:

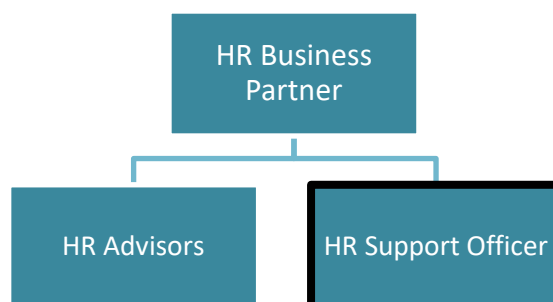
To be a globally recognised economy where good growth delivers high levels of prosperity, jobs and quality of life for everyone.

### To achieve this we will:

Secure the means to deliver projects and services needed for growth in the Leeds City Region (LCR), be its voice nationally and internationally, and build the partnerships to ensure the best economic outcomes.

### Our department contributes to this by:

Enabling the organisation to achieve its goals through the embedding of a culture of high performing teams who deliver at pace.



## Job Overview:

- To provide a full and comprehensive HR administration support service within the Human Resources team.
- To undertake HR contractual administration and maintenance of record, i.e. setting up new starters, issuing contractual documents, liaising with payroll to ensure the prompt payment of employees etc.
- Administer the recruitment process, liaising with recruiting managers and applicants to ensure the application and appointment process is followed and new starter details received.

- © Take a pro-active approach to participating and delivering of your directorate's objectives.
- © Demonstrate commitment to corporate processes and ensure that these are delivered at all times.
- © Be a visible and enthusiastic team member, encouraging partnership working across the organisation.
- © Take a positive approach to self-development.

## CRITICAL SUCCESS FACTORS

*We break each job down to explain the critical areas for success, ranked by importance.  
These indicate the end result or outputs for which the role holder is responsible.*

### People Contacts:

- Providing a polite and courteous HR administration service to managers and employees.
  - Ensure queries logged in the HR inbox are responded to within agreed timescales.
  - Operate within a customer service ethos when dealing with managers and employees.
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- © Support partnership working across the organisation and externally.
  - © Work together with your team to ensure targets are achieved.
  - © Be an advocate of our strong performance management culture, taking accountability for delivering results.
  - © Contribute to a positive working environment for your team, with a solid ethic of working towards achievement of our vision.
  - © Take a proactive approach to internal processes, contributing during meetings and interviews.
  - © Utilise effective communication channels when working with others.

### Technical Duties:

- To download and prepare HR information packs, including, recruitment, disciplinary, change management and learning and development, following the correct administrative processes.
  - To ensure HR led meetings are facilitated in a timely and professional manner, including recruitment assessments, assisting interview panels and setting up learning and development initiatives by ensuring rooms and equipment are prepared in advance.
  - To prepare correspondence for starters, leavers, contractual changes etc., ensuring completion of all administration processes.
  - To input data onto electronic systems, including HR Management information and employee information.
  - To assist the HR team, as directed, in diary management, including arranging HR led meetings and team meetings, booking of rooms and other resources as required.
  - Update organisational structure charts on a monthly or ad hoc basis, as instructed.
  - Monitor the HR inbox and respond to or manage queries appropriately
  - To undertake scanning and filing of administrative records and correspondence onto electronic files
  - Support line managers on contractual matters, ending temporary contracts, changes to contracts etc. ensuring the correct processes are followed.
  - To gather information from multiple sources to assist in the preparation of reports and projects.
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- © Typically works on horizons of up to one year, in line with the objectives set in the business plan.
  - © To uphold procedures in place to achieve your strategic objectives, suggesting amendments to processes as required.
  - © Ensuring compliance with the Combined Authority's health and safety policy.

### Impact & Influence:

- To publish HR related information onto the intranet system as and when requested.
  - Attendance at and minute taking and production of minutes as requested; for example Joint Consultative Committee.
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- © Represent the interests of your team within the context of the wider aims of the Combined Authority both internally and externally.
  - © Fosters good working relations across the organisation, building effective team relationships.

*The above lists of accountabilities are not exhaustive. The role holder will be required to undertake such tasks as may reasonably be expected commensurate with the scope and grading of the role.*

## THE PERSON

*To be fully successful in the role, we believe the following knowledge, skills and experience are required. When recruiting, we are looking for the best candidate match to this, however we know that there are some elements that can be trained and this will be taken into account during the recruitment process.*

### Knowledge:

- © Educated to GCSE Maths and English or equivalent relevant education.
- © Holds a Certificate in Personnel Practice.
- © Practical experience of successfully performing in a similar role.
- © Experience of working in a fast paced office environment.

- Experience of maintaining record systems (manual and electronic)
- Experience of working with and understanding of Data bases.
- Knowledge of employment contracts and terms.
- Knowledge of HR systems.
- Understanding administrative systems and procedures.
- Review and implement changes to administrative systems and procedures

### People:

- © Experience of effectively contributing to team objectives.
- © Experience of successfully identifying appropriate communication channels to deliver information.
- © Experience of effectively contributing to organisational vision.

- Able to adapt working style to ensure good customer support service.
- Strong emotional intelligence in dealing with confidential and sensitive queries.
- Professional and appropriate appearance.

### Technical:

- © Strong negotiation skills.

- Understanding of contractual and/or payroll administrative processes
- Competent user of MS Office packages.
- Good time management skills, including the ability to juggle a constantly changing workload, prioritising own tasks and priorities to deliver by agreed deadlines.
- Ability to work under own initiative when required.

### Impact & Influence:

- Experience of gathering information from multiple sources to assist in the preparation of reports and projects.

## OUR VALUE & BEHAVIOURS

**Championing Our Region | Working Intelligently | Easy to Do Business With | Positive About Change | Working Together**

These are our values. We shaped them together and we're proud of them.

We also created a set of behaviours for each of our values. Our behaviours provide us with a way of working and they are our minimum expectations of everyone here.