

Job description

Job Title:	Human Resources Support Officer
Directorate:	Finance and Corporate Services
Responsible to:	Human Resources Operations Manager
Responsible for:	N/A

Overall purpose of the post

To provide administrative support to the HR team on a range of areas such as recruitment, L&D and personnel in order to support delivery of the HR operational work plan, feeding into the aims and objectives of the Commission's corporate plan.

Main responsibilities

1. HR services

To provide general administrative support to the HR team including:

- Responsibility for maintaining and updating the HR areas of the Commission's intranet and internet sites and to support the improvement of both sites to ensure they remain current and accessible.
- Responsibility for monitoring the HR inbox, ensuring all queries are dealt with in a timely fashion.
- Supporting budget related activity including queries from suppliers and budget holders; utilising the finance system; and dealing with invoices.
- Booking/purchasing HR related goods and services, completing proof of purchase and monthly finance returns as required.
- To ensure accurate information is entered into the HR database in a timely way and be first point of contact for all queries relating to the self-service element of the system.

- To maintain HR filing systems ensuring security and confidentiality is maintained at all times and contribute to the improvement in the way in which the team manages its information.
- To provide administrative support for a range of HR responsibilities such as benefits administration, compliance audits, job evaluation panel meetings, training administration, exit questionnaires.

2. Recruitment and selection

- To maintain and update the application tracking system, monitoring applications and dealing with queries from candidates.
- Responsibility for monitoring the recruitment inbox, ensuring all queries are dealt with in a timely fashion.
- To support the administration of all pre-appointment checks to ensure candidates meet the Cabinet Office Baseline Security standard.

3. Learning and development

- To support the induction process by maintaining the new starter list, providing an induction to all new starters on the HR system, and ensuring all new starters receive the information they need from HR.
- To co-ordinate and manage the administration of training events when required, including preparation of course material, ensuring meeting arrangements are in place and meeting and greeting trainers and delegates.
- Responsibility for monitoring the L&D inbox ensuring all queries are dealt with in a timely fashion.
- To maintain training records for all staff and liaise with managers to ensure these are complete and kept up to date.
- Supporting budget related activity including queries from suppliers and budget holders; utilising the finance system; and dealing with invoices.

4. General

- To understand, and actively promote, the aims and objectives of the Corporate Plan and People strategy.

- To ensure equality of opportunity is maintained and respected at all times in accordance with the appropriate policies and procedures.
- To work co-operatively with colleagues across the Commission.
- To comply with the statutory provisions of the Health and Safety at Work Act 1974.
- To actively participate in opportunities to communicate within the organisation including attending team and directorate meetings.
- To make full use technology for all appropriate tasks.
- To demonstrate a willingness to work flexibly with others to respond to needs of an evolving organisation.
- To ensure that confidentiality is respected and maintained at all times.
- To perform any other duty as directed by line management.

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

Person Specification

Competency	Requirement	Essential or Desirable
Specialist knowledge and experience	Good standard of education	E
	Experience of providing administrative support	E
	Experience of working within a Human Resources function	D
	Experience of working in the public sector	D
	Good IT skills including the use of Microsoft Word, PowerPoint and Excel	E
	Numerate with analytical and statistical skills	E
Delivering results	A strong commitment to delivering results	E
Problem solving	Ability to identify improvements and develop creative solutions to procedures/working practices	D
Planning	Ability to work to an agreed timetable	E
	Ability to multi-task and prioritise own workload through effective time management	E
Communication	Good written and oral communication skills	E
Team working/managing relationships	A motivated team player who enjoys working in a small team and expects to be recognised for the contribution he/she is able to make	E
Personal effectiveness	Attention to detail, thorough and methodical	E
	Ability to take responsibility for accuracy and quality of work	E
	Able to maintain confidentiality at all times	E

Bold indicates minimum criteria