

Job Description: HR Support Officer

Reports to:	HR & OD Adviser
Directorate/team:	Corporate Services / HR & Payroll
Grade:	Grade 3

Job Purpose:

To provide support to Human Resources and Payroll Team with regard to all aspects of HR work including, but not limited to Recruitment, L&D, Employee Relations and Payroll administration.

In liaison with the wider HR and Payroll team, develop and maintain support systems to support the smooth and efficient running of the HR service and to produce statistical data as directed.

Core Accountabilities:

1. Maintain staff records and other management information and ensure changes are reflected in remuneration.
2. Assist the Learning and Development Officer with all Learning and Development activity
3. Work closely with the HR & Payroll Assistant to administer all payroll processes to ensure pay information is kept up to date, and any problems identified and addressed to meet payroll deadlines.
4. Contribute to the delivery of the team's agreed objectives.
5. Participate in relevant LGA projects that support the delivery of the LGA Business Plan.
6. Model the LGA's values and work in accordance with health and safety, equal opportunities and environmental policies
7. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. To provide support and basic level advice / guidance to managers with respect to employee relations and recruitment, selection and induction processes.

2. Maintain and update employee records and performance management information (including overseeing the preparation of offer letters, contracts of employment, variation letters, appraisal documentation and other information).
3. To assist in the provision of providing information and monitoring data for employee relations cases, recruitment and L&D as required.
4. Organise and support Learning and Development activities including liaising with providers
5. To assist and support in the teams commercial activities (e.g. The National Development Graduate programme).
6. To provide support to the wider HR team in the delivery and coordination of all employee relations case management activities i.e. scheduling interviews, hearings, minute taking, and the preparation of panel packs.
7. To undertake the coordination of the recruitment, selection and induction processes, including liaising with managers and the advertising agency on the placing of adverts, job profiles and information packs. To also ensure that the recruitment and starter process is handled effectively and efficiently and that managers and applicants have sufficient advice and support for their needs.
8. Maintain and update the HR and Payroll system, Agresso.
9. To support the Monthly credit card reconciliation against planned spend, with escalation of any issues or areas of over/under spend against plan.
10. Provide statistical information and management information reports relating to HR to meet business and statutory requirements for example, staff lists, agency spend, etc. Work on requests for information, ensuring timely and accurate responses are provided.
11. To provide programme support to HR and OD change projects.
12. Establish own priorities and organise own workload ensuring that activities are organised to specification and tight deadlines.
13. Act as an effective team member providing assistance to others as requested.

Relevant Contacts:

LGA

LGA staff

Other

Local authorities

Training and other 3rd party providers

Trade Union Representatives

Partner organisations in the public and private sector.

Person Specification: HR Support Officer

Qualifications	<ul style="list-style-type: none">• Recognised HR qualification or equivalent experience
Knowledge and experience	<ul style="list-style-type: none">• A good understanding of the role and functions of an HR and payroll team• A good understanding of HR best practice and employment legislation. A good knowledge of HR and payroll systems and procedures• A good knowledge of office systems and procedures likely to have been gained from previous administrative experience.• Experience in the use of a range of software packages including Word, Excel, PowerPoint, e-mail and the internet.• Experience in the production of documents and the collation and maintenance of information.
Skills and abilities	<ul style="list-style-type: none">• Good oral and written communication skills.• Good organisational skills with an ability to manage own workload and priorities in order to meet deadlines, and respond to changing priorities.• Able to work under pressure, prioritising work against competing and challenging demands to meet deadlines.• Proven ability to multi task.• Excellent interpersonal skills, including the ability to deal with face-to-face and telephone enquiries in a courteous and patient manner, providing a high level of customer care.• Ability to exercise discretion and confidentiality.• Able to work with a high degree of autonomy.• Ability to work as part of a team and a flexible approach in order to adapt to changing work requirements.• Ability to follow clear directions.• Experience of producing work of a high standard with a high level of attention to detail.• A positive 'can-do' attitude