

**ROLE OVERVIEW**

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| **Job Title: HR Support Apprentice** |
| **Apprenticeship Level: Level 3**  **Apprenticeship Duration: 18- 24 months**  **Grade: £12,000 – £14,750 per annum**  **Line Manager: Assistant HR and OD Business Partner/ Talent Lead**  **Section: Human Resources** |
| **Directorate: People and Organisation Development**  The primary role of the HR Support Apprentice is to handle and process day to day queries and HR and payroll administration. You will also be involved in providing HR advice using college policy and current legislation; working on a range of HR and recruitment processes, using HR systems to keep records; providing relevant HR information to the College and working with the business on HR changes. You will be proactive, a great team player, able to multi task and meet deadlines and take ownership of your work.  **Entry Requirements**   * 5 GCSEs including English & Maths (Grade C/ 4 and above) * Experience in working in a fast-paced environment with the ability to multi task and meet deadlines. * Proactive and great team player   **Technical Competencies**   * Service Delivery- You will deliver excellent customer service on a range of HR queries and requirements, providing solutions, advice and support to a number of stake holders. * Systems- You will use HR and Recruitment systems to deliver service to our stakeholders. This also includes processing HR administration. You will be highly organised and take the initiative to meet agreed individual and team KPIs in line with college policy and values. * Problem solving- You will use sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. * Communication & interpersonal- You will deal effectively with customers/colleagues, using sound interpersonal skills and communication skills. You will be able to handle conflict and sensitive HR situations professionally and confidentially. * Teamwork- You will consistently support and collaborate with the team to achieve results. * Process improvement- You will identify opportunities to improve HR performance and service, this also includes supporting on HR changes/projects with the business. * Managing HR Information- You will be able to maintain required HR records as well as prepare reports. * Personal Development - You will keep up to date with CPD and HR and legal changes. You will seek feedback and act on it to improve your performance and overall capability.   **Technical Knowledge and Understanding**   * Business understanding: Understands the structure of the College and what we deliver; the values and the external market and sector within which it operates; * HR Legislation and Policy- Basic understanding of HR legislation and procedures * HR Function- Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role. * HR Systems and Processes- Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the College.   **Skills, Attributes and Behaviours**   * Honesty & Integrity * Able to maintain appropriate confidentiality at all times. * Confident communicator with excellent Interpersonal skills * Flexibility and Team Player * Resilient and Tenacious * Adaptable to changing work priorities and patterns * Excellent Interpersonal skills * Attention to detail   More information on the above can be found on the apprenticeship standard website. Link below:  [https://www.instituteforapprenticeships.org/apprenticeship-standards/hr-support-v1-1](#) |