**TITLE OF POST: HR ASSISTANT**

**GRADE:** **SCALE 3 – SCP 14-17**

**RESPONSIBLE TO: HR ADVISOR**

**MAIN PURPOSE OF JOB:**

To undertake a variety of clerical support tasks within the HR function and to ensure the efficient and effective maintenance of the HR Helpdesk.

# MAIN DUTIES AND RESPONSIBILITIES

# 1 GENERAL DUTIES

* 1. To promote the Service vision, ‘Creating the safest community’.
  2. To ensure that all policies and procedures within the function are adhered to and in accordance with regulations, lean thinking and value for money.
  3. To provide support and cover the workload of the other HR Assistant during their absence and to carry out relevant duties to ensure the services of the function are delivered efficiently.
  4. To act as the first point of contact to the HR Department by providing cover for the Helpdesk and a full range of administrative and clerical support.
  5. To be responsible for the day to day maintenance of the Helpdesk activity log and undertake any appropriate action.
  6. To receive all incoming queries in a professional manner, delivering excellence in customer service.
  7. To carry out all clerical support tasks required by the department e.g. input of accurate data/information, maintenance of electronic and paper based office systems and production of all documentation using MS Office suite, North East Recruitment Portal and the HR Management Information System.
  8. To undertake word processing duties including the preparation and maintenance of standard letters and a range of documentation.
  9. To oversee the department filing systems including appropriate storage and disposal of paper based, electronic and confidential documentation appropriately.
  10. To be responsible for the production and issue of the identity and access cards in use throughout the Service.
  11. To maintain an up to date working knowledge of the activities and requirements of the HR Department.
  12. To be responsible for the effective organisation of all meetings and events including the preparation of resources e.g. booking venues/refreshments/equipment.
  13. To provide relevant support in various recruitment and selection activities as required.
  14. To attend careers events in order to promote the Fire and Rescue Service as an ‘Employer of Choice’.
  15. To attend meetings, taking accurate notes, producing minutes and following up action points as required.
  16. To maintain accuracy and confidentiality of all data and information relating to all aspects of the HR function.
  17. To ensure all departmental stationary requirements are maintained.
  18. To assist in relevant research required for HR function initiatives.
  19. To maintain a basic knowledge of relevant HR and recruitment related legislation and best practice.
  20. Ensure compliance with the Data Protection Act and ensure data security is maintained.
  21. To attend internal and external training courses as necessary.
  22. To undertake any other duties appropriate to the post

1. **HEALTH AND SAFETY (GENERAL POLICY)**

2.1 By reference to current health and safety legislation and the Service's

Health and Safety Policy to ensure that all employees:-

* Take reasonable care for their own health and safety
* Consider the safety of other persons who may be affected by their acts or omissions and to cooperate with their employer to perform and comply with any duties or requirements imposed upon them
* Work with machinery, equipment and substances in accordance with information and training provided
* Refrain from intentionally misusing or recklessly interfering with anything that has been provided for the purpose of health, safety and welfare
* Report any hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements, to a responsible person without delay

**3 DIVERSITY AND EQUALITY (GENERAL POLICY)**

3.1 To ensure an understanding and commitment to diversity and equality in accordance with Service policies and procedures and demonstrate positive promotion of diversity and equality principles through working to the Service’s core values.

**4 SAFEGUARDING CHILDREN AND VULNERABLE PERSONS**

4.1 To promote the application of the Authority’s Safeguarding Policies.

**5 ENVIRONMENT STRATEGY**

5.1 To demonstrate an understanding and commitment to the Service’s Environment Strategy, in relation to the environment and carbon reduction policies.