**Job Description**

**Job Title:** Human Resources Support Officer

**Salary Grade:**  4

**Job Family:** Organisational Support

**Directorate:** Performance and Quality

**Job Ref No:**

**Work Environment:** Office

**Reports to:** Assistant HR Manager

**A. Purpose**

The HR Support Officer post will provide administrative support for the Human Resources Service, providing an effective and efficient service so that quality standards can be maintained.

* Coordination of recruitment & selection activity, ensuring the Assistant HR Manager and HR Manager are kept abreast of issues affecting delivery of the Recruitment & Retention strategy;
* Supervision of the work of the HR Support Assistants, ensuring that appropriate office cover is maintained;
* Ensuring that the Induction Programme is communicated to new starters and that they are given the best possible welcome to the Company;
* Ensuring that Exit Interviews are undertaken with leavers and that any relevant outcomes are documented;
* Supporting the Assistant HR Manager and Senior HR Advisors in meeting their duties;
* Creating and issuing contractual documentation and responding to enquiries on terms and conditions of employment in line with workforce transformation and nationally derived terms;
* Input and checking of payroll data, liaising with payroll colleagues to ensure SLAs are met and starters/leavers and changes are processed effectively on the payroll;

**B. Key Responsibilities**

1. Updating the SAP employee database, requesting the setup of new posts;
2. To lead in the liaison with Payroll colleagues; meeting regularly in maintenance of the SLA provision with the Company;
3. Assisting in projects to streamline and improve the way in which the Company manages the recruitment, selection, processing and induction of new staff;
4. Coordination, maintenance and monitoring of the agency worker system and process;
5. Participating in the collation and presentation of business intelligence as directed by the Assistant HR Manager;
6. Assist in the monitoring and auditing of conformance with policy, procedures and management system requirements;
7. Creating and maintaining detailed procedural notes;
8. Updating of Organisational Structure Charts to reflect restructure outcomes/organisational changes;
9. Be actively involved in continuous improvement projects, team meetings and training as required;
10. Delivering a high level of customer care.
11. Handling confidential information sensitively and appropriately.

**C. Additional Information/Other Requirements**

1. Other duties and responsibilities allocated which are appropriate to the grade of this post.
2. The post will be based within Together for Children’s Performance and Quality Directorate.
3. The post holder will be required on occasion to travel within the City as required to undertake the role.
4. The post will report to the Assistant HR Manager;

**Statutory requirements:**

* In line with the Together for Children’s Statutory Requirements, all employees should:
* Comply with the principles and requirements of the Data Protection Act 1998 in relation to the management of Together for Children Sunderland’s records and information, and respect the privacy of personal information held by Together for Children Sunderland;
* Comply with the principles and requirements of the Freedom in Information Act 2000;
* Comply with the Together for Children Sunderland’s information security standards, and requirements for the management and handling of information;
* Use information only for authorised purposes.

**Person Specification**

**Job Title: HR Support Officer**

**Essential Requirements**

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|  | **Requirement** | **Method of Assessment** |
| 1. | **Qualifications** – NVQ3 in Business Administration or equivalent qualification or commitment to undertake qualification.  | **Application form/Pre-employment checks**  |
| 2. | **Experience** – Experience in an office environment undertaking HR duties;Experience of providing high quality administrative support in customer facing role. | **Application form/Interview** |
| 3.  | **Skills and Knowledge**  – Knowledge of HR and Payroll systems Knowledge of full range of Microsoft Office package  | **Application form/Interview** |
| 4.  | **Communication (written)** – Able to share information and obtain information from others through written/verbal communications. | **Application form/Interview** |
| 5. | **Listening** – Listens to others to assess requirements in order to respond appropriately and efficiently | **Application form/Interview** |
| 6. | **PC Skills** – Able to effectively use a PC to prepare documents, record information or input data | **Application form/Interview** |
| 7. | Introducing new ways of working particularly adopting innovative and flexible work methods | **Application form/Interview** |
| 8. | Commitment to Equal Opportunities | **Application form/Interview** |

September 2017