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| **Job Description** |
| **Post title** | Apprentice (Human Resources) |
| **JE Reference No** |  |
| **Grade** | Apprentice |
| **Service** | Resources |
| **Service Area** | People and Talent Management |
| **Reporting to** | HR Business Lead |
| **Location** | Your normal place of work will be County Hall, but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |
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| **Description of role** |

As a Human Resources Apprentice, you will develop skills, knowledge and experience working in People and Talent Management.

The People and Talent Management Team provide a professional Human Resources (HR) service including council wide organisational development and workforce development; HR advice and support to employees, managers and schools; workforce strategy including culture change, leadership and HR initiatives; working with recognised Trade Unions on behalf of the council; and the council’s apprenticeship programme.

You will develop an up to date knowledge of Human Resources (HR) policies and procedures and an understanding of HR/employment legislation to answer queries and give appropriate advice to employees, managers and schools, provide support with HR projects including research and data collection and workforce learning and development initiatives including the organisation of training.

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| **Duties and responsibilities** |

To learn and be given training in the required skills and responsibilities over the term of the apprenticeship to then be able to undertake the full range of duties listed below:

* To study and achieve the HR Support Standard Level 3 during the duration of the apprenticeship;
* Developing an up to date knowledge of Human Resources (HR) policies and procedures to answer queries and give appropriate advice to employees, managers and schools;
* Developing an understanding of HR/Employment legislation and provide advice in line with the legislation;
* Providing support with workforce learning and development initiatives;
* Assisting with the organisation of training;
* Assisting with the delivery of HR projects including research and data collection;
* Maintaining HR records and systems;
* Being actively involved in continuous improvement projects, team meetings and training as required;
* Producing/analysing information and preparing presentation materials;
* Working within current Data Protection requirements, Information Sharing protocols and guidelines.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * Either have or expect to achieve 4 GCSE’s grades A-C/9-4 or Level 2 in literacy and numeracy (or equivalent)
* Ability to achieve the Level 3 HR Support during the duration of the apprenticeship
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| Experience | * Experience of working as part of a team
* Experience of communicating with others
 | * Work experience in an office environment
* Use of Microsoft Excel, Word and PowerPoint
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| Skills & Knowledge | * Ability to follow instructions
* Ability to work in a team
* Ability to work on own initiative and identify tasks within the remit of the post
* Good communication skills
* Good IT skills
 | * Awareness of the council’s role
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| Personal Qualities | * A willingness to listen and learn
* Ability to relate well to people
* A desire for further personal and professional development
* Flexible approach to working across teams
* Positive ‘can do’ approach
* Be able to maintain confidentiality
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