

Northumberland County Council
JOB DESCRIPTION

Post Title: Human Resources Assistant	Director/Service/Sector: Human Resources		Office Use
Band: 3	Workplace: Human Resources		JE ref: 3163 HRMS ref:
Responsible to: HR Manager / Lead HR Adviser / HR Adviser Specialist	Date: May 2016	Lead & Man Induction:	
Job Purpose: To assist with the organisation and provision of general HR/OD support to senior colleagues by undertaking a range of tasks which support HR case management, recruitment, HR policies and procedures, Job Evaluation, HR training delivery, HR reports, designated HR/OD project work and group work as designated by the Workforce Planning Manager and HR Advisors.			
Resources Staff	Provide mentorship and support to the apprentices and other team members as required.		
Finance	Deal with workforce information and data which may have a financial impact on individuals or groups of employees within the organisation, also designated i-proc administration and associated invoicing which has an impact on the accounting position/budget for HR.		
Physical	Careful use of PC and shared responsibility for other office equipment provided. Handling and processing information. Ordering and stock control.		
Clients	None.		
Duties and key result areas:			
<ol style="list-style-type: none"> 1. To assist with the organisation and provision of general HR/OD support to senior colleagues as directed by the HR Co-ordinator, HR Advisors by undertaking a range of tasks which support HR case management. This may include drafting documents using templates, researching and collating information, preparing and formatting information such as reports and documents, bundles and policies as appropriate. 2. To undertake a range of tasks which support the establishment, maintenance and development of HR policies and procedures (including guidance notes) including drafting, formatting, monitoring and research to ensure that these remain up to date and available to staff and managers in an appropriate format. 3. To support the HR Recruitment Team in all aspects of the recruitment process including administration support and use of recruitment IT systems to record data. 4. To support the job evaluation process, ensuring that the process is adhered to and that documentation is complete and available to fulfil the process. 5. To contribute to the drafting and production of HR training delivery materials supporting the HR Graduate Trainee, HR Advisors, HR Advisor Specialists as appropriate. 6. To review and collate HR Information/Reports working with the Graduate HR Trainee, HR Advisors, HR Advisor specialists to ensure that workforce information is available to support decisions within directorates. 7. To support HR/OD project work by undertaking designated tasks as appropriately delegated by the HR Co-ordinator, Graduate HR Trainee, HR Advisors, HR Advisor Specialists across a wide range of HR issues. 8. Individually and as part of the team provide general office support, handling mail, dealing with callers/visitors, filing, photocopying, collation, fax, lamination, binding, maintaining and issuing stock in accordance with corporate and service standards. 9. Develop HR systems in order to meet specific local requirements. 10. Maintain information systems such as filing, service, client or asset records, booking systems and reference materials in a manner that ensures accuracy, confidentiality, rapid access and ease of use. 11. Assist with more complex support work to investigate, collate, record, manipulate, extract and distribute data in accordance with predetermined boundaries or as instructed. 12. Respond to more complex or detailed enquiries both verbally and in writing. 13. Arrange meetings, attending and taking accurate, straightforward notes as requested. 14. Deal with external sources (clients, suppliers, public, other public bodies) resolving non-routine queries and problems. 15. Prepare material for committees, working groups, team meetings. 16. Maintain impress accounts and local accounts in accordance with Financial Regulations. 17. Undertake any other duties and responsibilities consistent with the nature, level and grade of the post. 			
Work Arrangements			
Transport requirements:	Occasional need to travel to other service locations to provide cover, collect documents from Archives, attend training etc.		
Working patterns:	37 hours per week, day work. Flexible working hours may apply if staff co-operate to provide cover.		

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PERSON SPECIFICATION

Post Title: HR Assistant	Director/Service/Sector: Human Resources	JE Ref: 3163
Essential	Desirable	Assess by
Qualifications and Knowledge		
A good general education demonstrating numeracy and literacy. QCF/NVQ Level 2 or equivalent in a business related discipline.	QCF/NVQ Level 3 or equivalent in a relevant business related discipline. A knowledge and understanding of the role of HR within the public sector.	A/I
Experience		
Considerable experience in a similar role covering a broad range of support tasks and procedures Experience in using office applications on a personal computer.	Experience of working within an HR environment. Previous experience of supervising others. Experience using Microsoft Office/Google.	A/I
Skills and competencies		
Writes clearly, succinctly and correctly. Able to quickly and accurately manipulate numerical data using all arithmetic functions. Ability to organise self and work without constant supervision. Skilled in using office applications on a personal computer. Able to apply technology in new work-related situations. Able to follow instructions and procedures without constant supervision. Ability to form appropriate relationships quickly. Works in a systematic and orderly manner. Knowledge of a broad range of work related tasks and procedures together with the operation of associated tools and equipment.	Advanced skills in Microsoft Office/Google.	A/I
Physical, mental, emotional and environmental demands		
Usually works in a seated position. Some standing, walking, stretching or lifting. Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands. Contact with the public may result in some emotional demands. Minimal exposure to disagreeable, unpleasant or hazardous conditions.		A/I
Motivation		
A commitment to providing a quality administrative support service. Reliable and keeps good time. Demonstrates integrity and upholds values and principles. Promotes equal opportunities and diversity in all aspects of work. Appropriately follows instructions to achieve set objectives. Works collaboratively to achieve team spirit. Adapts to change by adopting a flexible and cooperative attitude.		A/I
Other		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits