



JOB PROFILE

Post Title:	HR Assistant
Portfolio:	Central Support Service
Responsible to:	Human Resources Officer
Responsible for:	No direct reports
Grade:	Band B

Job Purpose

To improve the lives of all within our community and help the island thrive by completing straightforward HR transactional processes and delivering a high quality, customer focused service.

Main Duties and Responsibilities

1. Undertake a range of straightforward HR transactional processes in connection with the delivery of a high quality transactional HR service, in areas including recruitment and selection, leavers, contractual changes and employment related policies and procedures.
2. Support the Human Resources Support Officer with entering employee data for all transactional processes, including new starters, leavers and transfers/promotions into HR21 and ensure data integrity of the HR Information System. Save all paperwork on, and maintain, electronic Personal Files and update any spreadsheets or tracking systems as appropriate.
3. Maintain the HR Information System including setting HR21 permission levels for new employees, and reconfiguring the system to take account of staff or structural changes in the Public Service. Support the liaison between Central HR, ICT and Frontier on technical issues.
4. Keep HR Colleagues updated on the progress of transactional processing, particularly in relation to recruitment.
5. Prepare all adverts for local recruitment and liaise with appropriate agencies to ensure posts are advertised.
6. Support the recruitment and selection process by responding to queries, sending out application packs, processing and recording completed application forms, preparing and sending out shortlisting documents to the Recruiting Manager, arranging interviews and sending out interview invite letters/emails, making up interview packs ensuring they are ready and disseminated to panel members in good time, and sending out unsuccessful letters, liaising with HR colleagues and Recruiting Managers as required.



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7. Complete all post interview administrative arrangements including scanning and saving completed interview packs, writing to unsuccessful candidates and drafting offer letters this includes requesting references and tracking return of all vetting, reference and medical/dental information.
8. Throughout the recruitment and selection process capture and update data on the Central HR trackers and/or spreadsheets. Ensure all centralised electronic Personal Files are updated and maintained.
9. Administer straightforward contract amendment letters and changes in relation to the employment journey, such as reference requests and variation to contracts.
10. Update the Central tracking systems or spreadsheets and monitor contractual agreements i.e. probationary periods, contract expirations, professional registrations, induction checklists, pension payments etc. and where relevant inform relevant parties to enable follow-up action.
11. Undertake research in respect of pension queries, employment history requests and record of service as requested.
12. Receive Exit Interview forms, update Central spreadsheet and forward any issues raised to Assistant HR Business Partner for follow up where necessary.
13. Develop and keep HR21 User Guides up-to-date and ensure HR colleagues and other system users are able to use the system effectively. Proactively look for ways to maximise use of the system and the data that can be produced. Send out yearly reminders to staff about updating conflicts of interest on the HR21 system.
14. Provide support in arranging confidential meetings and all associated administration arrangements.
15. Support with booking of facilities for training and development events and issue joining instructions.
16. Make recommendations for improvements in relation to administrative systems and processes.
17. Ensure service users receive responses to their telephone and email enquiries and processing all associated paperwork in a timely and professional manner
18. Take responsibility for own development and helps others acquire skills and experience.

Special Conditions

Occasional out-of-hours working in order to support service delivery may be required.



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This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

Core Competency Framework

Competency	Level
Professional Development: N/A	i
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii
Analysis and use of Information: Is able to identify when information received is relevant to and should be used in completing an activity. Follows guidelines for identifying problems. Gathers and summarises data when required.	ii
Decision Making: Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
Working with Others: Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
Communication: Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
Influencing and Persuading: Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
Dealing with Change: Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii



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Competency	Level
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in a relevant subject – such as English, ICT, Business Administration etc. or equivalent level of demonstrable attainment or experience	E	√	
Recognised qualification in ICT e.g. ECDL	D	√	
Knowledge & Experience:			
Experience of working in a HR or shared service function and using people systems	D	√	
Experience of making recommendations for improvements in relation to systems and administrative processes	E	√	√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E	√	√
Experience of using information to develop solutions and solve problems	E	√	√
Experience of minute taking	D	√	
Skills and Abilities:			
Proven and effective administrative skills.	E	√	√
Understands the need for confidentiality	E		√
Good written and verbal communication skills	E		√
Excellent organisational skills responding to changes to meet deadlines	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally with both internal and external stakeholders and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically	E		√
Able to help others acquire skills and experience	E		√



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Other:			
Willingness to work flexibly across all HR Functions	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.

Professional or Career Progression Cadre Competency Framework

Not applicable