



JOB PROFILE

Post Title:	Human Resource's Support Officer
Portfolio:	Central Support Services
Responsible to:	<i>HR Manager</i>
Responsible for:	<i>N/a</i>
Grade:	Band B

Job Purpose

To improve the lives of all within our community and help the island thrive by undertaking a range of financial and administration duties and responsibilities that supports the efficient operation of the Human Resources & Organisational Development function within Central Human Resources and Organisational Development.

Main Duties and Responsibilities

1. Responsible for maintaining and updating the TC Monitoring budget spreadsheet with Actual expenditure provided by the Central Finance team for example payroll information and expenditure items as included on Access Dimensions.
2. Responsible for prompt reconciliation of the TC monitoring statement against actual expenditure for the month and year to date from financial reports provided by the Central Finance team as included on Access Dimensions. Follow up and action discrepancies as necessary.
3. Work closely with the Employee Relations Advisor, ensuring the monitoring statement is fit for purpose, accurate and available for relevant meetings.
4. Enter 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 electronic Personal Files and update any spreadsheets or tracking systems as appropriate.
5. Ensure that all relevant payroll data is accurate and complete, performing dip checks as required, before running the Payroll Reports for submission to the Centralised Finance Team (payroll).
6. Upon receipt of new employee numbers from Central Payroll allocate to the HR Assistants for setting permission levels on HR21.
7. Liaise with Central Payroll to ensure that payments and complete financial processes as required.
8. Be the first point of contact for any queries from employees in relation to payroll.



JOB PROFILE

9. Keep HR Colleagues updated on the progress of transactional processing particularly in relation to TC Budget and Payroll.
10. Submission of monthly reports to the Information Officer for inclusion in the monthly Gazette.
11. Ensure up to date inventories are kept for Central HR and OD and maintain necessary ledgers and support stock takes.
12. Process payment of both invoices and reimbursements ensuring that the appropriate cost centre and authorised stamp is allocated for uploading to the Finance B Drive, taking into consideration attention to detail and accuracy. Including processing consolidated invoices for travel from SHG's Travel Service provider, liaising with directorates for authorisation of expenditure and with the travel service provider on any queries.
13. Complete administrative procedures for Local Purchase Orders (LPOs) while they remain in use and Petty Cash payments for low cost items.
14. Undertake general office duties for the Central HR team e.g. ensuring an adequate supply of office supplies is maintained, purchasing cleaning, stationary or admin items (locally or from overseas) following relevant Financial Procedures.
15. Make recommendations for improvements in relation to administrative systems and processes.
16. 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.

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.



JOB PROFILE

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



JOB PROFILE

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	√	
Significant experience in using MS Excel particularly proficient in the use of formulas	E	√	√
Experience of processing financial payments	E		√
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	√	√
Skills and Abilities:			
Proven and effective administrative skills.	E	√	√
Understands the need for confidentiality	E		√
Good written and verbal communication skills	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 and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
Able to help others acquire skills and experience	E		√



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
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