

HR Support Officer – Grade 6-7

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative wherever they work. We want our employees to reflect our communities and celebrate our diversities.

You will be an active member of the HR Team, helping to provide an effective solution-based HR Service for the Council and Schools. You will work, with the support of the wider HR team, on a range of issues and projects.

This role is based within Corporate Services. Find out more about [working for Kirklees](#).

Key areas of responsibility

- Work closely with members of the HR Team forging strong relationships to enable you to support them in delivering the service, as well as working with colleagues from other services.
- Working with specific services, making good use of the HR IT systems and having a good understanding of the needs of those services.
- Assists on HR projects that have implications council-wide, such as the Appeals processes, and could undertake specific projects with assistance from others.
- You will be innovative and creative in your work, helping to ensure we have the best HR service possible, and adapting easily to changes.
- You will work with experience and knowledge of many aspects of HR including equality & diversity and HR processes within the public sector, instilling confidence and trust in your judgement and advice.
- Often your work involves ensuring that employees enter the Council positively and exit the Council with respect and dignity.
- Develops a strong relationship with colleagues in HR and with managers in services and schools and strives for a good understanding of the service areas.
- You will be supported by the HR Advisors and HR Partners.
- Works closely with other HR Support Officers to ensure services are being provided effectively, linking in with HR Advisors and HR Partners.
- Ensures that all work is carried out efficiently and delivers an excellent level of service.
- Always strives to improve the customer experience by keeping up to date with the best HR practices across the region.
- Makes the best use of the technology available to improve the service, tapping into networks of creativity.
- Provides advice and management information on general HR issues.
- Shares ideas, observations and innovative suggestions for improvement.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Experience of working within a large organisation in a support environment.	Essential
General knowledge of the different areas of HR including how the various parts of HR comes together to create an overall HR service.	Essential
IT skills and creativity to use the HR IT systems.	Essential
Experience of handling difficult situations and problems and resolving them effectively, including with customers.	Essential
Experience of presenting information in formats suitable for a variety of audiences.	Essential
Good team working skills.	Essential
Has a sensitive and confidential approach.	Essential
Excellent administrative skills.	Essential
Experience of working in an efficient, accurate and flexible way	Essential
Experience of planning, prioritising and delivering work on time and within budget.	Essential
Good role model for the Council's behaviours.	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 1. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Human Resources	Grading ID	64560 & 64550
Job ID	80100698	Last Updated	02/06/2020
Job Focus	Yes	Career Progression	Yes

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	November 2020		