

Job Title: HR Assistant

Grade: 6

Job Family: Management & Business Support

Responsible to: HR Advisor

Responsible for: None

Evaluated by Grading Panel: 13/4/2018

Version: 1

PURPOSE

As a proactive HR Assistant the post holder will support the officers in the HR Team to deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

The HR Assistant will work with colleagues across the organisation and with partners to ensure positive outcomes for the business and for KNH customers, by providing a comprehensive support and administrative service that is professional and responsive as needs of the business changes.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities:

- › Deliver a responsive HR support service, including specialist word processing, information and record management as directed and data processing.
- › Meetings and events are arranged and prepared for in a timely manner and are serviced and recorded appropriately.
- › Accurate and timely documents are produced and formatted to service standards and within deadlines
- › Effective stock management is maintained and orders placed and processed using KNH's ordering system
- › Undertake project work (under supervision) as required.

- › Ensure enquires are responded to sensitively and resolved appropriately directing more complex calls to the appropriate officer
- › Work collaboratively with the team and other KNH officers to deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes in your service/business area to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

DECISION MAKING

- › Organise and prioritise own workload, responding to customer demands alongside planned work.
- › Seek advice when they are unable to answer queries or provide solutions within KNH policies or procedures.
- › To make effective decision making to meet individual businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders including colleagues, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › Support the team to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate to secure any information needed. Interrogate records and assimilate data as necessary.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.

- › Ensure all individual operational activity is in line with guidance on the recoding and reporting of concerns in the KNH Safeguarding Policy.
- › Ensure all individual operational service delivery is in line with agreed policies and guidance
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Ensure you comply with the confidentiality and information security policies at all times.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **HR Advisor**

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with Equality Act 2010.

PERSON SPECIFICATION

Post Title: HR Assistant

Grade: 6

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent	E	X		
Willing to work towards CIH Level 2 /NVQ 2 Business Admin	D	X		
<u>Experience</u>				
> Ability to organise and service meetings and events including minute taking.	E	X	X	X
> Previous experience of data input and maintenance of databases and/or Contact Management Systems				
> Literacy and numeracy to a standard required to maintain records and write high quality communications, paying attention to detail to ensure accuracy.	E	X	X	
> A good level of computer literacy to interrogate various software packages, and produce accurate documents using appropriate formatting techniques; Using Systems such as: Microsoft Office, Prezzi, Visio	E	X	X	
> Knowledge of HR, Equality and Diversity, Safeguarding legislation in relation to the role	E	X	X	
> Able to work flexibly and be responsive to change in order to improve performance	E	X	X	
> Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	E	X	X	

<u>KNH BEHAVIOURS</u>				
Progressive > Able to demonstrate ability to engage in the development and implementation of innovative ideas to improve the service or way of working	E	X	X	
Engaged > Able to demonstrate that they are passionate about their work and what KNH is trying to achieve	E	X	X	
Respectful > Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.	E	X	X	
Customer Focused > Able to demonstrate delivery of excellent customer service within a customer focused environment	E	X	X	
Honest > Proven track record of being transparent and open	E	X	X	

<u>Other Requirements</u>				
> Ability to travel around the borough	D	X		
> Willingness to undertake training courses relevant to the post	E	X	X	
> Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date: