

JOB DESCRIPTION & PERSON SPECIFICATION

Issue Date: September 2022

DETAILS OF POST

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| Job Title: | HR Support Officer |
| Department: | Resources |
| Current Salary FTE: | £19,650 - £20,852 per annum (This salary is subject to any national pay increase – which is currently being negotiated for 2022-23) |
| Scale Point / NJC Scale: | 5 - 8 |
| Hours of work: | 37 hours per week Monday - Friday |
| Status: | 1 year fixed term contract with potential to be made permanent. |
| Responsible to: | Resources Manager |
| Based: | Trowbridge Town Council, The Civic Centre, St. Stephen's Place Trowbridge, BA14 8AH |

Contacts:

The post holder should expect to have contact with:

- Town Council Councillors and employees
- Members of the public
- Education officers and school staff
- Community organisations and their representatives
- Suppliers
- Other Council service users

JOB PURPOSE

The main purpose of the role is to:

Support the Resources Officer to provide a comprehensive, effective and efficient human resources service for the whole of the Council to managers, employees and volunteers under the guidance of the Head of Service for Resources and Venues, by providing a pro-active support service on a full range of HR issues.

The ideal candidate will be highly organised with strong administrative and IT skills. They will be self-motivated, able to work independently on concurrent tasks and be able to meet regular deadlines.

MAIN DUTIES & RESPONSIBILITIES

HR operations

- Ensure all personnel information is maintained on our HR System - WorkNest, ensuring data accuracy is adhered to.
- Assisting with contractual letters and documentation for new and existing staff, including right to work status and DBS requests
- Assist with general HR administration duties including monitoring probation periods, sickness and absence, contract changes and implementing policies and procedures
- Liaise with payroll to ensure information impacting salaries and pensions

Recruitment

- Support all recruitment administration (advertising, shortlisting interview processes, references, starter support and onboarding).

Performance

- Support managers with quarterly appraisals and annual performance review process.

Employee incentives

- Implement and maintain employee rewards and benefits as approved by council.

Policies and procedures

- Support the application of policies and procedures in everyday practice and ensure policies are updated in according to Council procedure.

Administrative duties

- Support smooth operation of all HR matters
- To provide clerical and administrative support to the Officers of the Town Council as directed by Head of Service.
- To undertake various administration projects as directed by HOS.
- To undertake general ad hoc administrative tasks as requested, including: e-filing, document handling, photocopying, printing and archiving.

GENERAL INFORMATION FOR ALL POSTS

The post holder will, on occasions, be expected to:

- abide by the Town Council's Policies and Procedures
- participate in the Town Council's annual performance reviews
- undertake any other reasonable duties that the Town Council may ask of you.

The aim of this job description is to show the general purpose and level of responsibility of the post; it sets out the main duties of the post as at the date of issue. Due to the changing nature of the business, such duties may vary and develop from time to time without changing the general nature of the post or level of responsibility. Such variations are a common occurrence and would not, of themselves, justify the revaluation of a post.

Confidentiality

The post holder is required to work in a confidential and professional manner and to uphold the good reputation of the Town Council

Data

To see how we handle and store your data please view our privacy notice

<https://www.trowbridge.gov.uk/your-council/privacy/>

Training

All employees may be expected to undertake additional training and development courses identified as a requirement for furtherance of the position or to support the post holder in their role

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down by Trowbridge Town Council's Equal Opportunities Policy

Health and Safety

- Act responsibly in managing your own health and safety and that of anybody else who may be affected by your acts or omissions
- Act responsibly showing regard for the environment at all times and adhere to the Council's Policy
- Work responsibly to ensure that, on a day to day basis, work is conducted within the framework of all local and legislative health, safety, environmental and welfare guidelines and policy

Safeguarding

Trowbridge Town Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment. Some roles will be subject to a full disclosure and barring service check before confirmation of appointment.

PERSON SPECIFICATION

| | Essential | Desirable |
|--------------------------------------|---|---|
| Qualifications & Training | <ul style="list-style-type: none"> • Minimum 5 GCSE's at grade C or above • GCSE grade C or above in Maths and English | <ul style="list-style-type: none"> • CIPD level 3 or working towards a HR qualification |
| Experience | <ul style="list-style-type: none"> • Working within HR • Good understanding HR processes and procedures • An understanding of legislation • Good level of competence with Outlook 365 • Able to work effectively with minimal management guidance / supervision • Working under pressure, to meet targets • Planning own work and being extremely organised | <ul style="list-style-type: none"> • Knowledge and understanding of HR software (ideally Worknest) • Local Government • A good understanding of applicable legislation • Awareness of the provisions of the Data Protection Act and be able to apply these within the organisation • Writing staff newsletters |
| Skills & Aptitude | <ul style="list-style-type: none"> • Good attention to detail • Good problem solving ability • Self-motivated and enthusiastic • Calm and professional disposition • Smart and presentable • Able to work in a busy office environment that demands high levels of concentration • Shows initiative • Trustworthy • Able to respond effectively to changing priorities • Willingness to accept responsibility • Excellent interpersonal skills a practical 'can do' attitude • Be able to deal with sensitive information with empathy and utmost confidentiality | <ul style="list-style-type: none"> • Highly organised • Self-starter • Flexible approach to working • Good team worker • Willingness to learn |