

Job Description - HR Services Officer (PB6a)

Job Summary

The HR Services Officers support the business by providing advice and transactional administration on a wide range of functions including recruitment, contract changes and payroll administration.

As a member of the HR Services team, you would report to the HR Services Team Leader, and work alongside other generalist HR Services Officers. You will be predominantly responsible for a geographic area of approximately 400 colleagues, while also supporting national HR projects and initiatives.

Key Responsibilities & Accountabilities

Advice and Guidance

- Respond promptly and professionally to customer enquiries by providing general HR advice utilising relevant information, tools and resources.
- Work closely with the HR Business Partners & Advisors when the level of advice required is of a more complex nature.
- Build a network of key stakeholders within geographic area, namely district administrators and senior management.

HR Administration and Transactional Processes

- Working with HR Business Partners & Advisors, provide administrative support for a designated geographical area, taking joint responsibility for all HR administrative processes within that area.
- Provide support for recruitment processes, including use of the applicant tracking systems and liaison with internal and external recruitment teams.
- Preparation and issuing of employment offer letters and production of contracts of employment.
- Administration of staff changes (e.g. promotions, secondments, maternity or parental leave, sickness, etc.) including the production and issuing of revised contracts and variations to terms and conditions.
- Undertake support administration relating to Occupational Health referrals.
- Accurately process payroll changes into the payroll system and assist in running the monthly pay runs.
- Respond efficiently to miscellaneous information requests within GDPR guidelines e.g. Employment references, mortgage applications, etc.

Data Management

- Ensuring all contract changes and payroll input are processed with integrity and are easily auditable.
- Produce HR and payroll information/data for reports to support business processes as necessary.
- Managing sensitive information securely, such as pay, occupational health and diversity records.

Location-Specific Information (optional)

Click or tap here to enter text.

Skills, Knowledge & Experience

Essential

- Experience of working in a customer-focused HR environment.
- Experience and knowledge of IT systems, including e-mail, MS Excel, Word, Outlook, internet and intranet.
- Experience of using computerised HR systems.
- Experience of a wide range of clerical/administrative tasks, and the ability to plan and produce work accurately and effectively by utilising strong organisational skills.
- Experience of working collaboratively in a multi-functional team environment to achieve results.
- Able to build effective working relationships across multiple business areas.
- Able to work in a transitional environment, where new processes & procedures are implemented in a steady succession.

Desirable

- Experience of managing HR transactional changes accurately and efficiently. This includes calculating statutory maternity leave, sick pay and annual leave, making contractual changes and sending associated letters for all changes.
- Experience of using the iTrent HR/Payroll system.

Qualifications

Essential

- GCSE grade C/4 in Maths & English/Functional Skills equivalent

Desirable

- Foundation Certificate in Human Resources Practice (CIPD), or willing to undertake study. Work or willingness to be suitably trained and apply this.

Success Profiles

Changing and Improving

Working Together

Managing a Quality Service

Delivering at Pace