

Job Description - HR services officer (PB6A)

Job summary

As HR Services Officer, you will 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 -

- Work with HR Business Partners & Advisors to 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
- Prepare and issue 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 -

- Ensure 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
- Manage sensitive information securely, such as pay, occupational health and diversity records

And any other tasks, reasonably requested by your line manager.

Skills, knowledge & experience

Essential professional and technical experience

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Qualifications

Essential

- A GCSE in Maths and English at pass level or functional skills equivalent

Desirable

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