



ROLE PROFILE FOR HUMAN RESOURCES OFFICER

Role Title: Human Resources Officer
Service: HR, Performance and Communications
Location: Surrey Heath House, Knoll Road, Camberley, GU15 3HD
Reporting To: Human Resources Business Partner

Role Purpose

- To report to the HR Business Partner and assist in the effective delivery of Human Resources services, by providing quality advice and support on basic generalist employee relations matters, ensuring Council compliance with current legislation, policies and procedures, with guidance as necessary.
- To undertake a comprehensive range of operational, personnel and development activities to support the achievement of corporate objectives.
- To promote effective staff relations by providing proactive support to HR colleagues and customers of the service.



Main Duties and Accountabilities

Knowledge and Expertise

- To assist in the provision of a high quality Human Resources service by providing sound, basic advice on employee relations issues to Council officers and the general public, seeking guidance as necessary.
- To maintain a basic awareness of current and pending legislation that affects employer relations, Council policies and procedures and transfer to the workplace.
- To assist with the recruitment process, by producing and maintaining recruitment documentation, providing general advice to officers and applicants and maintaining recruitment records.
- To manage the work experience process and long service awards.
- To enter data on to the Human Resource Management system and other relevant databases as required.
- To maintain HR information placed on the Council Intranet, monitor HR pages and linked external recruitment websites such as “Jobs Go Public”
- To conduct HR Inductions for new staff.
- To understand and ensure procedural correctness for HR related activities, document management and sensitive/confidential issues.
- To assist in research on HR issues and in the development of opportunities for continuous improvement of HR services.
- To understand the financial processes relating to transactions.
- To administer the staff benefits (e.g. cycle to work, healthcare, eye tests, etc)

Relations with people (Internal and External)

- To develop effective working relationships and lines of communication across the Council through the provision of a quality HR service.



- To provide professional and accurate HR advice to staff at all levels in a timely fashion.
- To deal with confidential staffing issues with tact and diplomacy at all times.
- To build rapport with neighbouring authorities and external organisations through involvement with the Surrey Learn Partnership and other partnership initiatives.
- To work closely with HR and payroll colleagues to provide a fluid and cohesive level of service

Creativity and Innovation

- Work of a less routine nature within closely laid down procedures which requires creative and innovative work to a limited degree but infrequently.
- To take responsibility for own areas of work and use initiative to create and maintain effective and efficient procedures.
- To assist in the provision of Human Resource services that have been identified as being innovative, quality driven and responsive to customer needs to meet the Annual Plan objectives ensuring efficient and effective delivery.

Financial Accountability

- To ensure that data for the monitoring of budgets, advertising and staff information, is entered accurately and on a timely basis.
- To ensure that transactional activities such as processing of invoices, are conducted in a timely and accurate manner.
- To conduct the Year End financial activity for HR

Impact upon the Organisation & the Community

- The work of this role has an impact on working relationships and the effectiveness of providing basic Human Resource advice to colleagues, the community and other customers of the service.



Management & Supervisory Responsibilities

- None

Initiative & Independent Action

- To maintain a professional approach and use initiative when dealing with sensitive/confidential matters.
- Required to work within the Authority's general policies and, subject to management direction, use individual discretion in contributing to policy implementation.
- To use initiative when problem solving.

General

- To carry out any other duties, commensurate with the grade of this post, as and when required.

Continuous Professional Development

- To maintain an awareness of current and pending legislation that relates to Human Resources, employer relations and council policies and procedures.

Customers and Contacts

Important Internal Relationships

- Chief Executive and Corporate Management Team
- Wider Management Team
- Council Officers of all levels
- Councillors



Important External Relationships

- Members of the public
- Relevant government departments
- Strategic partners
- Other local authorities
- Training providers
- Outside agencies/service providers
- Local schools & colleges



Human Resources Officer - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
Good general level of education including English & Maths GCSEs or equivalent	E	A, I

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Good demonstrable experience of administration processes	E	A, I
Demonstrable experience of handling confidential documentation	E	A, I
Experience of working within a Human Resources or Recruitment role	E	A, I
Good experience of providing effective, quality driven customer service	E	A, I
Ability to gain good basic understanding of employee relations issues	E	A, I
Good level of IT skills	E	A, I
Ability to manage spreadsheets and enter data accurately	E	A, I
Ability to communicate effectively with colleagues and customers	E	A, I



Ability to present a professional, proactive image of the HR Service	E	A, I
Demonstrable experience of record management	E	A, I
Good degree of literacy and numeracy	E	A, I
Experience of working within Local Government	D	A, I
Experience of using a human resource information system, ideally iTrent	D	A, I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to develop and sustain effective internal and external working relationships	E	A, I
Excellent communication and inter-personal skills	E	A, I
Excellent customer care skills	E	I
Ability to demonstrate sensitivity and confidentiality	E	A, I
Ability to undertake directives	E	I
Proactively seek guidance as necessary	E	I

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to assist in identifying and implementing innovative approaches to HR activities	E	A, I



Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to maintain spreadsheet data for the monitoring of budgets of employee data	E	A, I
Ability to accurately process transactional activities	E	A, I
Ability to understand budget process and monitoring particularly for Year End	E	A, I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to engender trust and confidence in users of the HR service through promotion of an effective professional approach	D	A, I

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
None	N/A	N/A



Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to use initiative when problem solving	E	A, I
Ability to prioritise and manage own work load	E	A, I
Ability to transfer learning and development into the workplace and HR related activities	E	A, I
Ability to take responsibility for the management of documentation and employee related processes	E	I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Must have a positive and proactive approach	E	A, I
Ability to work well under pressure	E	A, I
Results orientated and committed to doing an outstanding job	E	A, I
Trustworthy and acting with integrity at all times	E	A, I
Excellent team player	E	A, I

DBS Requirements

- No Check Required

