



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Title:</b>	HR Assistant		
<b>Career Family:</b>	Facilitating the Council	<b>Date:</b>	30.01.23
<b>Career Family Level:</b>	Level	<b>Reference:</b>	
<b>Reports to (Job Title):</b>	HR Assistant Team Leader		

### Purpose:

To deliver operational excellence across a range of HR processes including HR Advisory, Employee Relations, Recruitment, Contracts, FOI's DBS's and Invoices. The role holder will also act as the key liaison for the team in supporting the payroll function in escalating payroll related issues across the Council. This role will also engage in non-complex casework in respect of absence management, grievance and disciplinary as required.

### Accountabilities:

- Makes judgements on prioritisation of work to manage workload and respond to urgent requests, supported and directed by the Team Leader and service manager where appropriate
- Responds to customer demand on the HR Function, supporting casework, Absence data and cases, recruitment, workforce reporting, systems support, learning and / or organisation development
- Acts as a first point of contact for the HR function, resolving process or policy application-based queries and basic data access request, and triaging other requests and connecting to the relevant individual within the HR Function as required
- To demonstrate flexibility whilst working across various HR teams to support workload peaks and troughs, developing knowledge and experience across all teams
- Uses HR systems and databases appropriately to record all work actions, ensuring accurate information is stored in line with information and record management policies
- Maintains compliance with the Data Protection Act, GDPR and confidentiality of employee information and the Council's data
- Drives a culture of continuous improvement through the HR Function by identifying opportunities to make changes to ways of working to reduce support requests and to maximise the effectiveness and efficiency of the HR Function's operations
- To develop working relationships with key stakeholders and colleagues, and collaborate to help support with various ideas and solutions for the HR Function

**Context and Dimensions:****Flexibility**

The above is not an exhaustive list and the role holder may be required to undertake additional or alternative tasks and duties as the needs of the business dictate, provided they are within the individual's capabilities and skills set at an appropriate level.

**Variation**

This is a description of the job as required at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

**Financial responsibilities:**

This role has no direct budget accountability.

**Management responsibilities:**

This role has no management/supervisory responsibilities.

## PERSON SPECIFICATION

<b>Qualifications:</b>	<b>E or D</b>	<b>S / T or I</b>
1. CIPD Associate or working towards, and/ or equivalent commensurate relevant experience.	D	S  I
<b>Knowledge and Experience:</b>		
2. Core Skills Understands what databases are used at the Council and how data is gathered, organised and extracted	E	I
3. Understands what a career pathway is and how they could be deployed across the Council	D	I
4. Inform and advise managers and employees about HR Policy & Procedure and implement guidelines in relation to the Policy & Procedure	E	I
5. Understand the correct HR contact to team to direct the work to	E	I
6. Establish effective relationships with key stakeholders and colleagues in the Council		
7. Provide accurate and appropriate advice to line managers in order to train and support them to follow processes effectively and with minimal risk		
8. Implement guidelines on HR Policy & Procedure (as well as processes and principles), in order to keep employees and line managers aware of the latest practice and their responsibilities		
9. Ability to learn appropriate UK employment and discrimination law and apply this in their role in order to ensure employee's rights are protected the Council is not subject to any legal challenge		
10. Ability to evaluate data and establish key insights, identify and highlight key trends / changes to trends in financial, people and / or performance indicators (when approaching HR casework)		
11. Solving and Understand common issues based on existing knowledge, suggests improvements to current ways of working, completes tasks independently in a timely manner		
12. Ability to communicate appropriately using approved methods for the target audience. Inform others in a simple and easy way, and clarify to check understanding		
13. Contribute to team meetings and supports group decisions. Helps colleagues under pressure and ensure they receive positive feedback and encouragement. Shows good listening skills and shares views respectfully		
14. Advocate for diversity of perspective in the work they produce and is aware of		

<p>the impact of their area and delivery of their role on the EDI agenda. Escalates and challenges non inclusive behavior where required</p> <p>15. Experience of working in an HR department in a customer focused organisation, proactively facilitating and leading change.</p> <p>16. Experience of applying HR policies and processes in a shared service centre environment</p>		
<b>Aptitudes, Skills and Competencies:</b>		
<p>17. Ability to collect and synthesize relevant data to analyse problems and evaluate situations based on previous experience.</p> <p>18. Ability to analyse and interpret data to identify and highlight key trends, as well as integrate external sources of data to ensure a broad level of analysis</p>	<p>E</p> <p>E</p>	<p>I</p> <p>I</p>
<b>Special Conditions of Recruitment:</b>		
<p>19. Attendance at Council premises on a dedicated day each week is essential.</p> <p>20. Attendance at meetings on site at times is required to meet objectives.</p>	<p>E</p> <p>E</p>	<p>I</p>

<b>Version History:</b>	<b>Person</b>
1. Version created on 30.01.23	