



JOB DESCRIPTION

One Council, One Borough.



Job Title: People and OD Assistant	Grade: Grade 3
Directorate: Chief Executive	Service: Strategy, People and Performance
	Date of Issue: January 2025
Responsible to: People Advisor (Systems)	

Main Purpose of Job

The postholder will be the first point of contact for internal and external customers of the People and OD Team, providing an efficient and responsive service.

Support the triage of queries to the team, directing and supporting self-service resolution wherever possible.

Assist with updating the intranet and identifying process improvements.

Produce basic reports around HR data to support continuous improvement of service delivery.

To act as assistant and administrative support to colleagues where required.

To support payroll processing as required.

Main Duties & Responsibilities

1. To provide HR administrative support to line managers on the whole of the Council's Recruitment and Selection process and assist managers to progress through the whole recruitment lifecycle in the most efficient and effective way.
2. To provide first level HR related advice and guidance, accessing existing policies and guidance to resolve queries, signposting and escalating where necessary.
3. To maintain, monitor and update digital records and systems efficiently to enable the smooth running of the HR department.
4. Ensure clear, timely and efficient reporting of service and people KPIs.
5. To support the People Advisors on HR related work-streams as follows:
 - Learning and Development system; ensuring it is kept up to date and is fit for purpose.
 - Completing reports and providing management information on both a regular and ad-hoc basis
 - Payroll processing, checking and resolving queries as required.
 - Invoicing and ordering using the electronic system
6. To provide administrative support to the wider HR team to:
 - Contribute significantly to transformational change and encouraging and supporting innovation, learning and improvement in all areas of the Council's activities.
 - Supporting the ongoing development and promotion of a positive culture which reflects the vision and values of the Council.
 - Ensuring that the Council's values, objectives and policies are correctly interpreted and effectively incorporated into the service delivery processes/arrangements.
 - Initiating and developing links and partnerships with other local authorities, regional and national bodies and other private, public and voluntary sector organisations, where appropriate, to achieve the Council's objectives.
7. To provide support to the wider HR team when needed, which may include; minutes, diarising meetings, word processing, electronic filing, dealing with incoming / outgoing post, scanning, photocopying, audio typing and similar office activities as required.
8. Proactively identify areas for improvement and development which make positive changes within the service and across the Council.
9. To be actively involved in the departmental meetings as well as represent the department / Council as required.
10. To undertake any other duties as may be reasonably allocated to the post holder commensurate with the grading and responsibilities of the post.

Service Responsibilities

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety Policy and Procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To be familiar with the obligations and requirements of the Council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
7. To contribute to any internal and external audit programmes and be responsible for the implementation of agreed audit recommendations.
8. To be aware of and adhere to the Council's safeguarding Children and Adults at Risk of Abuse and Neglect Policy.

Occasional Tasks/Duties/Responsibilities

1. Requirement to take a role in relation to civil contingencies as needed

This job description is not exhaustive and provides an indication of the scope and length of the main duties and responsibilities to be undertaken by the post holder and may be subject to amendment or alteration. The job description may be changed from time to time to meet changing circumstances and does not form part of your Contract of Employment.

PERSON SPECIFICATION

Job Title:	People and OD Assistant	Grade:	Grade 3
Directorate:	Chief Executive	Service:	SPP
Post No:		Date of Issue:	January 2025
Responsible to:	People Advisor (Systems)		

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
QUALIFICATION	3 x GCSE's at Level 5/Grade C or above or equivalent qualifications.	✓		A/D
	Level 3 qualification in a relevant subject such as Business Administration, Human Resources or demonstrable equivalent experience.	✓		A/D
EXPERIENCE	Of diary management, e-mail inbox management, note taking, electronic filing.	✓		A/I
	Of producing documents on Microsoft applications including Word, Excel, PowerPoint and Outlook.	✓		A/I
	Of providing a high level customer service to internal / external customers via phone, e-mail and in-person	✓		A/I
	Of handling confidential and sensitive information and maintaining comprehensive records		✓	A/I
SKILLS & COMPETENCIES	Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure	✓		A/I
	Accepts constructive feedback and makes adjustments accordingly plus has an awareness of own shortfalls and takes charge of personal development to keep skills up to date whilst developing knowledge within a particular area through learning	✓		A/I
	Communicates information clearly accurately, positively and in a timely manner as well as listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others.	✓		A/I
	Demonstrates required skill in all forms of written oral and technological communication	✓		A/I

FACTOR	CRITERIA	ESSENTIAL	DESIRABLE	HOW ASSESSED
	Changes communication style and approach to meet the preferences of those with whom they are dealing with or of people from diverse backgrounds.	✓		A/I
	Provides excellent service to external / internal customers by focusing on understanding and meeting customer needs.	✓		A/I
	Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Council.	✓		A/I
	Aspire to be better and exceed expectations and promote a positive 'can do' attitude plus evaluate mistakes and learn from them	✓		A/I
OTHER	Highly motivated and robust under pressure. Able to bring energy, vitality and challenge to the team.	✓		A/I
	IT literacy skills sufficient to produce correspondence using Microsoft Office packages such as Word, Excel and Outlook.	✓		

Key:

- A = Application
- I = Interview and /or Test
- D = Documentation