

<b>Post title</b>	<b>HR Operations Administrator</b>
<b>Division / Section</b>	<b>Human Resources</b>
<b>Department</b>	<b>Resources Directorate</b>
<b>Responsible To</b>	<b>Team Leader (HR AskHR/Operations)</b>
<b>Number of post holders</b>	<b>15</b>
<b>Acting up/ Secondment</b>	<b>No</b>

### **Purpose of Job**

To provide a high quality, consistent, administrative, customer transactional service dealing with a range of HR transactions with a customer focussed quality approach and within processing deadlines.

### **'THE WHAT' – MAJOR TASKS AND JOB ACTIVITIES**

- Provide a reliable customer enquiry service by telephone face to face or on line systems
- Process a range of transactions through appropriate systems ensuring activities are completed accurately within agreed timescales and in line with Council policy
- Ensure appropriate checks and validations are completed in line with processes and procedures
- Handle sensitive and personal information in line with policy and confidentiality guidelines
- Direct and assist customers requiring specialist advice
- Liase with Team Leaders to deal with significant issues
- Work as required with the wider HR teams to support new initiatives and projects to fulfil the strategic direction of the Council
- This list is indicative, not exhaustive, and describes a range of typical activities undertaken by the post.

### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY, INNOVATION, RELATIONSHIP MANAGEMENT, DECISION MAKING)**

- Excellent communication and customer focussed engagement skills
- Knowledge of HR transactions and employment terms and conditions
- A broad knowledge of systems and understanding of procedures and guidelines
- Experience of team working in a demanding deadline driven customer transactional environment
- Ability to build strong customer relationship both internally and externally
- Ability to identify process improvement opportunities and to promote improvements
- Creative in problem solving a range of process and enquiry issues.
- Ability to work accurately with quality outcomes

### **ENVIRONMENT**

Expected to manage own time to meet deadlines and deliver outcomes to agreed quality standards. Physical demands and conditions will be predominantly within the range of normal office based activities. All employees are expected to adhere to Council standards of practice in line with policy.

**SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

None

**RESOURCES**

The post will not normally be responsible for non staffing budgets. The post will have shared responsibility for the security and maintenance of council wide information systems.

**HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#)