

# Job Description

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

## Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties. The wider generic role profile is set out in Section B.

### Role Details

Job Title:	Senior HR Officer – HR Administration Team	JEID	AD002
Salary Grade:	Grade F		
Team:	HR Service Centre		
Service:	Human Resources and Organisational Development		
Primary Location:	Warwick		
Political Restriction:	This post is not politically restricted		
Responsible to:	Team Leader		
Responsible for:	None		

### Our Values

Our values are embedded in all roles and applicants must evidence how their attitudes/behaviours align with our values as part of the application process. Our key values are:

- We will do what we say
- We will help people and communities to find their own solutions
- We will move with energy and purpose
- We will build strong working relationships
- We will focus on solutions
- We will be the best we can be

### Role Purpose

- support the Team Leader to plan and coordinate work, raise resourcing issues to ensure work is delegated effectively;
- support the review of systems and processes to seek continual improvement;
- provide the highest level of accuracy and attention to detail in order to deliver excellent customer service.

## Role Responsibilities

- Perform all relevant tasks, as part of a team, to deliver accurate and efficient HR & Payroll Administration services in line with set standards.
- Assist in the management of the team, and individuals, through standard supervisory practices, appraising staff performance, setting objectives, and ensuring the highest standards are maintained.
- Undertake day-to-day operational duties to ensure both accurate salary payments and personnel records for all appropriate employees and volunteers, including (but not limited to); logging transactions, processing and confirming activity as well as verifying and quality assuring the outcomes.
- Understand, follow and communicate standard processes and procedures, whilst reviewing these as part of a wider group to ensure ongoing improvement.
- Assist in monitoring, reducing and resolving errors, ensure these are logged, addressed, and understood.
- Assist with financial support in regards to budget management and forecasting, as well as monitoring income and expenditure (including debt management) as required by the work being undertaken within the team.
- Assist the Team Leader with any relevant tasks required to lead a team in the delivery of effective HR Administration services, whilst assisting in the management of other teams as required.

## Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

## Generic Role Details

Job Role:	Administrator – Level 2
-----------	-------------------------

## Main Tasks

- To operate a range of efficient administrative systems and procedures within the team that specifically supports the operation of the service area.
- To organise meetings and events in liaison with other relevant officers and outside agencies / bodies and take minutes /notes as required.
- To communicate effectively within the team and provide a customer focussed service.
- To provide a frontline customer response service and resolve issues relating to a wide range of routine enquiries.
- To manage the work of a small team and deputise for the Team Administrator as required.
- To support the efficient operation and provision all office services and equipment.
- To undertake research and information gathering activities and provide management information data as requested.
- To undertake a range of financial administrative tasks in accordance with relevant procedures.
- To maintain a range of complex data accurately and securely and retrieve data in a timely

manner.

- To maximise the use of ICT to enhance the efficiency and quality of support and service provision.

### Section C: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

*Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).*

Essential Criteria	Assessed By:
• Good literacy and numeracy skills	A, I, T
• To be able to independently interpret and analyse information and facts to solve varied problems	I
• To be able to communicate, in person and/or in writing, a variety of information to a range of people	A, I, T
• To be able to use a keyboard with some precision and speed	A, I, T
• To be able to work with some initiative and little close supervision	A, I
• To be able to use own initiative to respond independently to problems and unexpected situations	A, I
• The ability to work under pressure including meeting deadlines and dealing with interruptions	A, I
• The ability to cope in situations where there is an emotional demand arising from the work being undertaken	I
• Ability to supervise a small team, including work allocation, monitoring performance management and support	A, I
• Experience of accounting for considerable sums of money	A, I
• Experience of handling and processing manual or computerised information	A, I

Desirable Criteria	Assessed By:
• Experience of working in HR and/or Payroll	A, I
• Demonstrable experience of improving customer service	A, I
• Knowledge of local government pay scales and Terms and Conditions	A, I
• CIPD Foundation Certificate, or working towards	A, I, D

## Section D: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and hazards that may be faced.

### Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities in accordance with all Warwickshire County Council policies, procedures and arrangements as specified for the post / role.

### Potential Hazards

The hazards ticked below are elements of the job that may need to be considered when applying for the role, as well as when completing the work health assessment.

<input type="checkbox"/> Regular client contact or care	<input type="checkbox"/> Exposure to noise levels (above 80dbA)
<input type="checkbox"/> Lone working	<input type="checkbox"/> Working with waste or refuse
<input type="checkbox"/> Night working	<input type="checkbox"/> Food Handling
<input type="checkbox"/> Work at heights	<input type="checkbox"/> Manual handling tasks
<input type="checkbox"/> Working in confined spaces	<input type="checkbox"/> Electric work
<input checked="" type="checkbox"/> User of Display Screen Equipment (DSE)	<input type="checkbox"/> Contact with Latex
<input type="checkbox"/> Repetitive tasks	<input type="checkbox"/> Chemical / Dust / Fume Exposure (COSHH)
<input type="checkbox"/> Continual telephone use ( <i>call centre</i> )	<input type="checkbox"/> Working with vibrating tools / machinery