

**WHERE  
CAREERS  
THRIVE**

**When potential  
is unlocked,  
talent *thrives***



**West  
Northamptonshire  
Council**

Job description and person specification

## **HR Assistant**

**Human Resources & Staff Wellbeing, Corporate Services**

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

To provide support to the HR Business Partners, taking the lead in the initiation, development and maintenance of a range of systems to support the HR team in their service delivery.

To support the delivery of key HR projects supporting the delivery of organisational business and service plans.

## **Accountable to:**

As a member of the HR Advisory Team, the HR Assistant is accountable to the HR Business Partner

## **Responsibilities:**

1. Provide an initial contact point for customers and handle a wide range of sometimes complex and detailed HR Advisory issues, referred by other colleagues or customers.
2. Participate in the development and implementation of HR projects supporting key organisational objectives, for example training, organisational change and establishment reviews.
3. Investigate often complex freedom of information and subject access requests, frequently requiring manipulation and interrogation of data. Compose response for sign off by AD HR ensuring activity completed within set timeframe.
4. Maintain and interrogate the employee records system, producing reports and identifying trends and issues.
5. Provide an efficient administrative service, supporting the HR Business Partners in the continuous development of the administration function, ensuring processes and procedures are efficient and consistent, this will include supporting the administration of job evaluation and responding to freedom of information and subject access requests.
6. Provide administrative support to Policy development and publishing in accordance with agreed procedures.
7. Work collaboratively with the rest of the HR team to ensure standard processes and procedures are understood, complied with and amended as required.
8. Adapt to changing business needs, reprioritising as necessary and working closely with the HR team to ensure an effective and high value service is provided to our customers.
9. Sort, refer and respond to standard correspondence and draft, under guidance, responses to formal correspondence.
10. Plan, co-ordinate and implement personal diary and meeting schedules, to ensure that business is completed within service standards and meets business requirements
11. Ensure data protection and confidentiality standards are met in relation to all information processed within the team and manage the efficient storage of data and documents
12. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs

13. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post
14. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
15. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
16. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

**(A)** Application Form, **(T)** Test, **(I)** Interview, **(P)** Presentation, **(D)** Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Well-developed interpersonal skills and the ability to deal with customers and colleagues at all levels.	Essential	A, I, T, P, D
Ability to build relationships with colleagues across the business.	Essential	A, I
Able to show initiative and actively solve operational problems and to resolve queries.	Essential	A,T, I
Excellent organisational skills including ability to absorb new information quickly, manage time and prioritise effectively, including management of your own workload.	Essential	A, P, T
Demonstrate accuracy and attention to detail	Essential	A, T, P, D
Able to work independently and on own initiative within specified guidelines or processes.	Essential	A, I
Ability to devise and implement new systems and consider improvements to existing systems.	Essential	A, T, P, I
Skilled in the use of Microsoft Excel and Microsoft Word packages.	Essential	A, T, I, D, P
Ability to work appropriately with confidential and sensitive information.	Essential	A, I
Able to work well under pressure and work in a fast-paced environment.	Essential	A, I, T
Flexibility to take on new and varied tasks as the need arises.	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	Essential	A, I, P
Demonstrable commitment to diversity and equality issues in both service provision and employment practices.	Essential	A, I, P
Understanding of a customer focused approach.	Desirable	A, I, P
Ability to work with a wide range of systems and show initiative and propose solutions to identified issues to maintain an effective service to customers.	Desirable	A, T, I, P

Experience of coaching staff in working practices.	Desirable	A, I
Report writing skills.	Desirable	A, T, P,
Basic understanding of data protection requirements.	Desirable	A, I
Ability to share knowledge with managers and other senior staff.	Desirable	A, I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Thorough understanding of office organisation and record management systems.	Essential	A, T, I, P, D
Knowledge of Human Resources policies and procedures.	Essential	A, T, I, P, D

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Strong experience of using IT software including Excel, Word & other Microsoft programmes.	Essential	A, T, I, P, D
Experience of providing support to peers and other team members.	Essential	A, I
Experience of working in a busy office environment.	Essential	A, I
Experience of working on projects.	Desirable	A, I
Experience of producing management information and written reports.	Desirable	A, I, T, P, D
Experience of recruitment activity	Desirable	A, I
Experience of working with Agresso.	Desirable	A, I
Experience of working in a HR team.	Desirable	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good general education with minimum GCSE C or equivalent in English and Maths, or equivalent.	Essential	A, T, I, P, D
General education to 'A' level or degree standard, or equivalent, in a relevant field.	Desirable	A, I, D

Hold or be working towards a CIPD qualification.	Desirable	A, I, D
Microsoft Excel qualification at intermediate or advanced level.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Professional Support 4	<b>Worker type:</b>	Part-flexible
<b>Salary range:</b>	£26,516 - £28,013	<b>Budget responsibility:</b>	N/A
<b>People Management responsibility:</b> N/A			

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

