

Person Specification

Position Title	HR Administrator Operations
Team	Human Resources
Directorate	Resources
Responsible To	Team Leader Ask HR/Operations

Person Specification

Qualifications, training & professional membership	• Be able to demonstrate relevant experience of the job	Essential
	• Evidence of continuous professional development	Desirable
	• Working towards qualification or membership of CIPD	Desirable

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

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| • Experience of working with HR/payroll databases and systems | Essential |
| • Experience of processing HR Transactions | Desirable |
| • Experience of processing high levels of data whilst providing excellent customer service | Essential |
| • Experience providing HR advice and guidance in a customer facing environment | Desirable |
| • Knowledge of HR transactions and employment terms and conditions | Desirable |
| • Excellent prioritisation and organisational skills | Essential |
| • A proven ability to plan workload and assignments | Essential |

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| • Experience of working with people and groups and contributing confidently in a team environment | Essential |
| • Ability to bring forward ideas for improvement and contribute to process effectiveness and customer excellence journey | Essential |
| • Ability to develop relationships across HR in a spirit of working together | Essential |
| • Be seen as a trusted colleague who can be relied upon to deliver a first-class service | Essential |

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

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|--------------------------------------|--|
| Customer focused | <ul style="list-style-type: none"> • is respectful and courteous to customers/clients • understands and resolves customer/clients' needs • takes opportunities to improve customer/client services • is aware of service levels expected and strives to meet them • seeks and acts on feedback from customers/clients • supports others when dealing with customers/clients. |
| Works Effectively with others | <ul style="list-style-type: none"> • treats others in a fair and equal manner • considers and respects other people's ideas/opinions • co-operates with others in the workplace • adapts own views and ideas for the good of the team • goes out of their way to help others. |
| Managing change | <ul style="list-style-type: none"> • is willing to try new or different ways of working displays • a flexible attitude to duties and responsibilities • reprioritises own work when deadlines are changed • helps others to adapt to change. |

Taking Ownership and Responsibility

- manages own time effectively and works productively responds
- • positively to feedback and takes appropriate action ensures
- own knowledge and skills are sufficient for the job
- considers how own behaviour affects others and changes accordingly
- recognises and acts when something needs to be done.

Communicating Effectively

- listens carefully and asks questions if understanding is unclear
- uses simple and clear language seeks advice when necessary
- provides clear and accurate information
- uses appropriate body language and eye contact.

Planning and Decision Making

- works in a planned and organised way follows instructions and procedures understands what decisions can be taken within own duties and makes them when required
- takes account of available resources when planning own work activities.