

## Job Pack

### HR Officer, Coventry

#### The Role

Reporting to the Head of HR, the post holder will lead on the:

- learning and development within the organisation; and
- developing and maintaining the HRIS, supporting end users and ensuring the information is accurate for developing comprehensive reporting
- providing day to day HR support.

The successful applicant will work closely with the HR team and other areas of the business to offer high quality expert advice. Therefore, this role requires an individual who has the ability to develop strong relationships with key stakeholders. You will have robust HRIS systems and analytical experience together with up to date knowledge of learning and development methodologies and generalist HR experience.

The **successful candidate** will ideally be able to demonstrate the following:

- Experience of developing and maintaining HR databases (preferably Chris21).
- Extensive analytical and reporting experience.
- Proven knowledge of HR and payroll processes and procedures.
- Independently driven and show initiative; with strong administrative skills.
- A record of both developing and managing relationships and project management skills.

## **Information for candidates**

### **Location**

Earlsdon Park, 53-55 Butts Road, Coventry CV1 3BH

The successful candidate will require a Counter Terrorism Check (CTC) to access the London office. All offers of employment will be subject to obtaining security clearance.

### **Salary**

Salary is on a scale from £31,411 to £35,165 per annum.

Appointment is normally at the bottom of the scale; however for an exceptional candidate the starting salary could be higher.

Progress through the scale is on the basis of satisfactory performance. There is an increment on satisfactory completion of a six month probation period and thereafter annually at 1 April. Only one increment is paid in each calendar year.

### **Probation Period**

There will be a probation period of six months.

### **Working hours**

35 hours per week: normal working hours 9am to 5pm Monday to Friday, with one hour for lunch.

There will be regular travel to our office in London and occasional travel to our office in York.

### **Annual leave**

There are 24 days annual leave in a full leave year.

### **Pension**

The Commission operates the Local Government Pension Scheme which is administered by the London Pension Funds Authority. This is a contributory, contracted out career average scheme.

### **To apply**

Please send to [hr.recruitment@lgo.org.uk](mailto:hr.recruitment@lgo.org.uk) an up to date CV, together with a covering statement, of no more than two sides, demonstrating how you meet the criteria for a successful candidate (see above) and telling us what you will bring to the role.

**The closing date is 0900 hrs on Friday 29 September 2017.**

We will contact you to let you know the outcome of your application. If you are expecting an email from us please check your spam and junk folders particularly if you have a gmail, googlemail or hotmail email account.

To make sure you receive emails from us, we recommend you add '@lgo.org.uk' to your email safe senders list.'

*We are a diverse organisation and welcome applications from all sectors of the community.*

*In order to find out if our Equality and Diversity is working and to take steps to ensure further progress is made towards achieving equality of opportunity, we are asking you to complete our Equality and Diversity Monitoring Form. Your answers will be treated in confidence and will not affect your job application in any way.*

### **The selection process**

Short listing will be based on the CVs and covering statements. If successful you will be invited to attend an interview at our Coventry Office on Thursday 12 October 2017.

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## JOB DESCRIPTION

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<b>JOB TITLE</b>	Human Resources Officer
<b>DEPARTMENT</b>	Human Resources
<b>REPORTS TO</b>	Head of Human Resources
<b>SUPERVISES</b>	Not applicable
<b>DATE</b>	

### PURPOSE OF THE JOB

Reporting to the Head of Human Resources, the post holder will be responsible for providing day-to-day support to the Human Resource function.

The HR Officer carries out responsibilities in the following functional areas: learning and development, management of the Human Resources Information Systems (HRIS), recruitment.

### MAIN DUTIES OF THE JOBHOLDER

- Provide advice and guidance to managers and staff on HR policies, procedures, learning, development and training needs
- Recruitment – end to end, including interviewing and selection; advise on, and where appropriate deliver / design selection of assessment/testing of candidates.
- In conjunction with the Head of HR, ensure all company policies and procedures are up to date in line with current employment law. Ensure line managers are up to date with changes to any policies and understand their impact on the business
- Take the lead on, administer and/or develop special projects in areas of responsibility
- Production, analysis and interpretation of HR management information to inform policy development, identifying trends and recommending action as necessary
- Prepare and deliver the annual training plan, working proactively with colleagues to understand business needs and evaluating outcomes.
- Work closely with Head of HR and line managers to develop line management capability, in particular around performance, absence and developing staff. Identifying tools and activities to support this
- Design and deliver internal training as required
- Liaise with external training and development providers to source training, including negotiation of contract, course content and costs.
- Oversee the employee Induction programme; regularly reviewing content and updating accordingly.
- Evaluate the impact of learning and development activities
- Manage the training budget.
- Act as the lead for the HR/payroll system, managing the day to day maintenance of the system , including
  - Provide HRIS technical support to Human Resources and Finance staff
  - Ensure integrity and accuracy of data within the systems. Conduct data audits and follow up on findings
  - Identify and drive continuous improvement of systems and standardisation of processes across the organisation

- Management and implementation of system changes
- Interaction with cross functional teams to identify requirements, recommending and implementing feasible and effective solutions
- Develop, build, test, implement, maintain and enhance HRIS tables, codes and security
- Support users to effectively use the systems, troubleshooting and fixing issues, ensuring processes are working efficiently
- Creation and updating of user documentation
- Manage thorough testing of system changes in test environments
- Escalate major issues to systems provider and track and document issue resolution
- Work within cross functional teams to effectively manage system upgrades
- Support system users to be competent in using the system including designing and delivering training, producing user guides, and coaching.
- Contribute to the continuous improvement of HR systems and practices
- Promote, implement and personally comply with the Commission's Equality and Diversity policy.

## WORKING RELATIONSHIPS AND CONTACTS

### Internal

- Directors
- Assistant Ombudsmen
- Managers
- IT
- Finance
- Other Commission staff

### External includes

- Training & Development Providers
- HRIS provider

## DIMENSIONS

Outline the scale and areas of impact of the job (e.g. budget responsible for, number of staff supervised etc.)

Manage the training budget.

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Knowledge</b></p> <p>This relates to the level and breadth of knowledge required to do the job, e.g. an understanding of a defined system, practice, method or procedure.</p>	<ul style="list-style-type: none"> <li>• A demonstrable knowledge of learning and development</li> <li>• A demonstrable knowledge of recruitment and assessment practices</li> <li>• Strong understanding of database design, management and processes</li> <li>• HR expertise relating to data and reporting</li> <li>• Strong knowledge of how HR and payroll works and HR processes.</li> </ul>	
<p><b>Technical/Work-based Skills</b></p> <p>This relates to the skills specific to the job, e.g. language fluency, typing skills, Excel spreadsheets etc</p>	<ul style="list-style-type: none"> <li>• Highly proficient computer skills and in-depth knowledge of MS Office Suite including advanced Excel and PowerPoint</li> <li>• Proficient in HR information systems, reporting and metrics.</li> </ul>	<ul style="list-style-type: none"> <li>• Frontier HR/payroll system</li> </ul>
<p><b>General Skills/Attributes</b></p> <p>This relates to more general characteristics required to do the job effectively, e.g., effective written communication skills, ability to delegate, motivation or commitment etc.</p>	<ul style="list-style-type: none"> <li>• Confident advising managers on all aspects of people management learning and development.</li> <li>• Evidence of evaluating learning and development</li> <li>• Articulate and confident standing up and delivering to large audiences</li> <li>• Able to manage a varied workload and apply effective project management skills</li> <li>• Ability to deal with changing priorities, work under pressure and work to tight deadlines</li> </ul>	

	<ul style="list-style-type: none"> <li>• Ability to represent the Human Resource function as part of the wider business</li> <li>• A professional and commercial approach to HR</li> <li>• Able to build rapport quickly</li> <li>• Good negotiation skills</li> <li>• Excellent written and interpersonal skills</li> <li>• Excellent numerical skills and the ability to analyse data</li> <li>• Customer and solution orientated</li> <li>• Able to work independently as well as part of a team</li> <li>• Able to work accurately and with close attention to detail</li> <li>• Analysis and problem solving skills - getting to the root cause of problems based on analysis and suggesting solutions</li> <li>• Sound judgment and decision-making ability</li> </ul>	
<p><b>Experience</b></p> <p>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work (take care to ensure period stated is appropriate and not unnecessarily excessive)</p>	<ul style="list-style-type: none"> <li>• Significant experience in a learning and development role</li> <li>• Experience of working within a HR function</li> <li>• Experience of procuring/sourcing learning solutions</li> <li>• Significant experience in managing and developing HR information systems</li> <li>• Experience managing projects</li> <li>• Experience in working effectively in teams</li> </ul>	<ul style="list-style-type: none"> <li>• Budget management</li> <li>• Experience in developing and delivering training</li> </ul>
<p><b>Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Degree or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• CIPD qualified</li> </ul>

<p>Please state the level of education and professional qualifications and/or specific occupational training required to do the job to a satisfactory standard.</p>		<ul style="list-style-type: none"><li>• Trained in occupational testing to level 1</li></ul>
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