

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: Apprentice – Human Resources **Post No:** 50001002

Department: Chief Executive - Partnerships **Grade:** Apprentice Salary

Reports to: HR Advisor

1. JOB PURPOSE

To provide administrative support to the Human Resources Team and the wider People Directorate.

2. JOB ACTIVITIES

- Ensuring that filing is completed accurately and undertaken on a daily basis.
- Answer the telephone, taking messages and deal with routine HR enquiries.
- Assist with administration/data input as directed by Human Resources Team.
- Support recruitment, pre-employment and induction processes.
- Monitor Probation procedure.
- Monitoring & maintenance of HR & Recruitment inboxes.
- Support the Leaver process.
- Maintenance of HR records and databases.
- System support for Self Service, Learning Management System and IHasco.
- Photocopying/scanning and collating of documents.
- Minute taking at team meetings and other meetings when required.
- Sending out training courses to staff and booking training when asked.
- Daily distribution of internal post.
- Dealing with Website Enquiries adhering to the specified 10 day deadline.
- Assisting with the Council's Website and Intranet, including creating new content and advertising job vacancies.
- Archiving files in accordance with the Retention Policy.
- Ensuring that time is managed effectively to achieve Customer Service Practitioner Apprenticeship Standard.
- Any other duties as required by People Directorate.

3. SUPERVISION AND RESPONSIBILITIES

The post holder will communicate with other Departments and outside organisations at all levels.

To attain optimum performance in service delivery within area of responsibility.

The post holder should seek the advice of other Team members on day to day matters and the HR Advisor on difficult or contentious decisions.

4. SPECIAL CONDITIONS

The post holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

This job description is a guide to the duties the post holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

The post holder must maintain confidentiality at all times and work in accordance with legislation such as Data Protection.

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PERSON SPECIFICATION

Job Title: Apprentice – Human Resources

Post No: 50001002

EDUCATION/QUALIFICATIONS/KNOWLEDGE

1. Good GCSE passes or equivalent in English and Mathematics.
2. Knowledge and experience of the application of ICT systems to deliver business solutions particularly word processing spread sheets, databases and desktop systems.

2.1 Working with people

- a. Demonstrates an interest in and understanding of others
- b. Adapts to a team and builds team spirit
- c. Listens consults others and communicates proactively
- d. Supports and cares for others

3.1 Relating and Networking

- a. Establishes good relationships with customers and staff
- b. Builds wide and effective networks of contacts inside and outside the organisation
- c. Relates well to people at all levels
- d. Manages conflict
- e. Uses humour appropriately to enhance relationships with others

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role.

9.1 Professional and Technical Development

- a. Undertakes personal development through gaining relevant planned experience
- b. Obtains the qualification required for the job
- c. Conducts continuous professional (or technical development)
- d. Maintains an awareness of similar roles in other organisations
- e. Engages positively with the My Performance process