



<b>Job Title</b>	<b>HR Business Services Assistant</b>
<b>Service Area</b>	<b>Resources</b>
<b>Grade</b>	<b>E (SCP 17-20)</b>
<b>Job Reference</b>	<b>SR2409</b>
<b>Reporting to</b>	<b>Responsible for</b>
HR Lead Specialist	Not applicable
<b>Team Purpose</b>	
To support internal customers and to enable them to deliver through efficient and effective support.	
<b>Role Purpose</b>	
To deliver high-quality, timely, and accurate administrative support to the HR Specialists and HR Delivery Partner. The role ensures smooth coordination of HR processes and contributes to the effective delivery of strategic HR initiatives, supporting the Specialist team with change management and transformation work.	
<b>Key Accountabilities</b>	
Provide day-to-day administrative support to the HR Specialists, including document preparation, filing, and data entry. Maintain and update HR systems and spreadsheets with accurate employee data. Schedule and coordinate meetings and HR briefings. Prepare and distribute agendas, letters, and documentation. Take notes and record actions during HR meetings; follow up on agreed actions.	

Support colleagues to respond to queries that relate to business partner working, escalating complex issues appropriately.

Support processes by preparing documentation, updating systems, policies and processes.

Assist with internal communications supporting transformation work ensuring staff are kept informed on progressing HR initiatives.

Support change management activities, such as arranging workshops, training sessions, and stakeholder engagement events.

Track and log redeployment opportunities and outcomes.

Ensure all activities comply with data protection and confidentiality requirements.

Support wider HR team activities as required to support colleagues.

Assist with the collation and analysis of project data to support reporting and decision-making generating reports and summary of data which may include Infinistats pulse surveys and Policy networks.

Act as a first point of contact for internal and external queries related to change and transformation initiatives.

Collaborate closely with other HR colleagues to ensure alignment and mutual understanding of respective areas of work, proactively identifying and resolving any potential overlaps or conflicts.

### Ways of Working

<p><b>Collaborative working</b></p>	<p>Build effective working relationships with colleagues and internal customers. Support digital and self-service initiatives.</p> <p>Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities.</p>
<p><b>Customer Service</b></p>	<p>Excellent understanding of the support services provided across the council and a good knowledge of the terminology and acronyms used by the services.</p> <p>Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with more experienced colleagues.</p>
<p><b>Supporting corporate projects</b></p>	<p>Provide input to service specific projects.</p>



<b>Performance</b>	Working towards achieving the KPIs set by the Lead Specialist.
<b>Budget management</b>	None.
<b>Qualifications</b>	
GCSEs (or equivalent) in English and Maths. Desirable: CIPD Level 3, or working towards.	
<b>Knowledge, Skills, Ability and Experience</b>	
<b>Knowledge</b>	
Understanding of HR principles and confidentiality with discretion and professionalism.	
Awareness of GDPR and data protection.	
Familiarity with HR processes and procedures, such as recruitment, onboarding, employee relations, and HR record-keeping.	
<b>Experience</b>	
Experience in an administrative role within HR function, essential.	
Experience handling confidential information.	
Experience using Microsoft Office and HR systems (e.g., Select HR) desirable but not essential.	
Using HR information systems or similar databases to maintain accurate employee records and support reporting.	
<b>Skills and ability</b>	
Excellent attention to detail, ensuring accuracy in documentation and data entry.	
Effective communication skills, both written and verbal, with the ability to interact professionally with employees at all levels.	
Comfortable with change, able to adjust to shifting priorities and new ways of working.	
Discretion and confidentiality when handling sensitive employee information.	
Team player with a proactive and flexible approach to supporting colleagues and adapting to changing priorities.	



Capable of collating, analysing, and presenting data to support decision-making.	
<b>Special Requirements</b>	
<b>Emergency Planning</b>	This post will be on occasions required to take part in the council's emergency planning training, and may be called upon in the case of such an emergency. Where necessary this will include unsociable hours.
<b>Election Duties</b>	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.  A separate payment for election duties will be made as determined by the regional Elections Committee.
<b>Political Restrictions</b>	This role is not politically restricted.
<b>Disclosure Barring Scheme</b>	This role does not require a DBS.
<b>Standard Terms</b>	<ol style="list-style-type: none"> <li>1. To comply with appropriate legislation, service and council policies.</li> <li>2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures.</li> <li>3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment.</li> <li>4. To support the council's equalities and diversity policies.</li> <li>5. To operate within the council's IT policies and data protection rules and regulations.</li> <li>6. To operate within the council's financial regulations.</li> <li>7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines.</li> <li>8. To participate in internal committees and departmental working parties to ensure continuous improvement as required.</li> <li>9. Any other reasonable duties as may be required from time to time</li> </ol>
<b>Maldon behaviours [competencies]:</b> see the framework in the Performance Review Toolkit for a full list behavioural indicators	
<b>Core Competencies - All Workforce</b>	
<b>Communicating</b>	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
<b>Managing and Leading People</b>	Providing direction and support to those we work with to ensure service excellence.
<b>Customer Focus</b>	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.



<b>Planning and Managing Work</b>	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
<b>Analysis and Problem Solving</b>	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
<b>Initiative and Decision Making</b>	Taking the right action, based on what we know and being responsible for what happens.
<b>Developing Self</b>	Committed to developing own skills, knowledge and abilities to enhance capability.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

### Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

<b>Signed (Job Holder):</b>		<b>Date:</b>
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