

#### **Role Profile**

Post Title: HR and Support Officer

Grade: AP2

**Responsible to:** Senior Finance and Support Officer

**Hours:** 37 hours

**Location:** Head Office, 22, Quarry Road, Irvine KA12 0TH

#### Job Purpose

Contribute to the provision of an HR and Business Support function, in particular providing HR administrative support to line managers on a range of HR matters and input to payroll processing.

# **KEY TASKS AND RESPONSIBILITIES**

## **Corporate Responsibilities**

- Undertake individual role in line with Company priorities and in compliance with corporate policies and procedures
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below:

### **Role Specific Tasks & Responsibilities**

- Provide HR administrative support to line managers and Board of Directors as appropriate, attending meetings and taking minutes as required
- Assist with the administration of all recruitment and selection activity, including preparation of contracts of employment
- Assist with the timely processing of payroll information to the Payroll provider, including timesheets, expense claims and sickness absence recording
- Maintain HR and payroll records and systems
- Process HR documentation associated with the employee life cycle, i.e new starts, contract amendments and terminations
- Process and record PVG/Disclosure applications as appropriate





- Respond to HR enquiries in accordance with the Company's HR policies and procedures and terms and conditions of employment, escalating more complex issues as required
- Deal with queries from colleagues and customers and assist in advising managers and employees on routine HR matters
- Ensure published HR policies, procedures and forms and other documentation are maintained and up to date on the company website and intranet
- Assist in seeking new ways to improve service delivery and challenge current practice to reduce duplication, bureaucracy and waste
- Use technology to innovate and improve HR procedures as required



# **ESSENTIAL/DESIRABLE CRITERIA**

	Essential	Desirable	Evidence
Education and Qualifications	HNC or equivalent in a relevant subject	MCIPD, Student or Associate member of CIPD	<ul><li>Application Form</li><li>Interview</li></ul>
Experience	<ul> <li>Experience of working within an HR and/or payroll environment</li> <li>Experience of Microsoft software packages</li> </ul>	Experience of discipline, grievance and absence management	<ul><li>Application Form</li><li>References</li><li>Interview</li></ul>
Specialist Knowledge	General HR and payroll systems and processes	Employment legislation and HR best practice	<ul> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview</li> <li>Check (if appropriate)</li> </ul>
Skills and Abilities	<ul> <li>Written and verbal communication skills</li> <li>Numerical skills and attention to detail</li> <li>Ability to work as part of a team</li> <li>Working to tight deadlines</li> <li>Organisational skills</li> <li>Ability to plan and prioritise workload</li> <li>Ability to solve problems and deliver workable solutions</li> </ul>	Commercial awareness	<ul> <li>Application Form</li> <li>References</li> <li>Interview</li> </ul>
Other	Ability to work flexibly		<ul> <li>Application Form</li> <li>Interview</li> <li>Pre/Post-Interview</li> <li>Check (if appropriate)</li> </ul>

Please be aware that the successful candidate must be able to travel throughout North Ayrshire for work purposes, meetings, training courses etc.

