

Job Description



This job description may be amended from time to time dependent on job requirements and Service provision.

Section A

Post Title: HR Business Operations Assistant

Location: Hybrid/Teith House

Reports to post (Title): HR Business Partner : Business Operations

Service: People & Community Wellbeing

Grade: JE05

Eval Ref: A3671

Date: August 2023

Section B

Organisational Relationship



Section C

Principal Purpose and Objectives

This section lists the main (headline) responsibilities/accountabilities of the job.

- This post will undertake the delivery of HR Business operational services. As HR Business Operations Assistant, you would report to the HR Business Partner, Operations.
- You will provide a high quality of front-line support to colleagues and customers by providing advice and guidance on HR policy, procedures and transactions, and help identify opportunities for continual improvement.
- You will be proactive, aiming to ensure our customers have an experience and journey which is easy, supportive and efficient.
- You will be able to develop and maintain relationships at all levels of the organisation, including your peers, the wider HR team, and with managers, trade unions and employees from all council's services.

Section D

Main Duties and Responsibilities

This section provides detail of the main responsibilities/accountabilities. Individual tasks may be included. Note these are illustrative only and are not exhaustive.

- Provide front line support to customers on a range of non-complex HR enquiries, mainly via the HR Helpdesk function, including guidance on use of HR helpdesk, HR journey processes, and OH systems.
- Respond to a range of standard HR enquiries (both internal and external) relating to HR policy, employment advice, and all HR operations and Business Partnering, transactional and journey processes, which meet regulatory and legislative requirements.
- Accurately input data to maintain and update HR information systems, using such systems to produce records and reports as allocated.
- Ensure HR transactions and journey processes are undertaken in a timely manner, identifying and highlighting opportunities for continuous improvement, and sharing best practice in relation to HR systems, processes and procedures.
- Maintaining a working knowledge of HR policies and procedures, keeping up to date with changes in both local and national conditions of service.
- Work closely with the HR Business Partnering and Workforce Planning and Organisational Development teams, responding to issues, concerns, and taking ownership of queries to the point of resolution, and advantage of improvement opportunities.
- Support HR Business Partner colleagues by undertaking tasks within case management and HR projects, including meeting scheduling, collation of management information, and note-taking.
- Take ownership of day to day tasks, ensuring standards and timescales are met and ensuring matters are escalated where appropriate.

Section E

Responsibility for Physical Assets, Data and Finance

This section details responsibility for **physical assets**, e.g. vehicles, buildings, stock control/procurement, **data**, e.g. computers, record keeping, **finance** e.g. budget holding/monitoring/cash handling.

- Information handled will be of a confidential and sensitive nature. Strict observation to GDPR legislation must be observed at all times.
- Information handed will often relate to both legal and contractual issues affecting the individual.
- Maintaining, navigating and producing information from HR systems including Oracle and Occupational Health systems.
- Creating, checking and updating manual and electronic records, entering data on relevant system accurately and consistently.

Section F

Communications Skills

This section notes examples of the individuals or organisations with whom the post holder will come into regular contact, and explains the nature of the communication and level of skill required by the post holder.

- The post holder will be required to demonstrate excellent written and verbal communication skills and the ability to communicate to employees, managers, trade unions and peers on HR policy and process.
- The post holder must be able to present and respond to information in various formats, including face-to-face, written (including digital formats), and telephone communications, and deal effectively with HR enquiries escalating where appropriate.

Internal: The post holder will deal with a wide range of individuals. The post holder will be required to liaise with recognised Trade Union representatives

External: The post holder may be required to liaise with other external organisations such as, the Falkirk Pensions Office, and other Local Authorities.

Section G

Mental Skills

This section details the level of problem solving, analysis, creativity, forward planning/scheduling required.

- Maintain an up to date knowledge of terms and conditions of employment, policies and procedures, and respond to HR matters within a procedural framework, escalating complex queries as necessary.
- Demonstrate initiative and take ownership of issues with appropriate support and guidance.
- Deal with conflicting priorities and deadlines.
- Demonstrate confidentiality, tact and diplomacy, and provide a professional response.
- Develop effective working relationships with colleagues and service users communicating effectively to resolve service issues.
- The post holder will be required to work to standards and procedures, individually and as part of a team, demonstrating the commitment, flexibility and a high level of organisation necessary to meet KPIs.

Section H

Working Environment and Physical Effort

This section details the predominant physical environment of the job e.g. Indoor/outdoor working, hazardous conditions, plus any specific physical effort. Any need for out of hours working will be noted.

- As HR provides a support and advice service to a diverse range of services who operate at differing hours, flexibility in working hours is expected.
- The post holder will be required to attend internal and external meetings in person as required, or via MS Teams. The post will be based on a hybrid working model, with an estimated three days in office, however this may change in line with business needs.
- The post holder will require to be flexible and support the HR Business Partnering Team, and Workforce Planning and Development team as required.

Section I

Knowledge and Skills

This section details the knowledge and skills including any qualifications, specific training or experience required.

Essential Criteria:

- Qualified to SCQF Level 4 in Business Administration or equivalent
- Competent in the use of computer software to produce accurate and effectively presented work using MS Office software packages including Word, Excel, Access and PowerPoint
- Strong organisational skills and customer focused
- Excellent communication skills - both oral and written
- Team worker
- Continuous improvement approach
- Discretion and Confidentiality
- Ability to work independently

Desirable Criteria:

- Local government or public sector experience
- Full Current UK Driving Licence
- Knowledge of HR policy and process
- HR systems/Oracle knowledge/business objects
- Experience of complex spreadsheets, including pivot tables and mail merges