



Job Description

Job Title	HR Support Officer
Reports to	HR Business Partner
Direct reports	None
Business Area	HR
Grade	5
Date	May 2025
1. Job Purpose	
To provide comprehensive, accurate and timely HR administrative support. Act as a first point of contact for HR and payroll queries, raised in person, by email and through the People Portal ticketing system. The jobholder will work closely with our external payroll service provider to ensure the accurate and timely provision of information for payroll processing.	
2a Key Responsibilities	
• Responsible for managing incoming queries and tasks on the HR People Portal, actioning as appropriate and/or allocating to other members of the HR and People Development team, where required. • Undertake key aspects of the recruitment and selection process including creating job templates and shortlisting matrixes, advertising jobs and onboarding. Support hiring managers throughout the recruitment and selection process and monitor recruitment campaigns on the applicant tracking system. • Support the onboarding process for new starters, including coordinating pre-employment checks such as right to work, health screening, employment references, driving license checks (where applicable for the role) and issuing induction packs. • Responsible for drafting and issuing Statements of Particulars and letters to employees e.g. to confirm changes to terms and conditions and to acknowledge resignations.	

- Review and update the content of corporate induction packs, ensuring these are relevant and current.
- Administrator for the HR Policy system (Metacompliance), ensuring current policies and HR related documentation held within the platform is maintained.
- Responsible for ensuring all monthly payroll processes are completed accurately and timely and in line with strict payroll deadlines, audit requirements and policy.
- Act as the first point of contact for the investigation and resolution of employee payroll queries, escalating where appropriate.
- Responsible for the administration of salary sacrifice and employee benefits schemes.
- Maintain the building access card register, issuing access cards for employees and off payroll workers and ensuring the timely removal of access cards, in accordance with policy and ISO standards.
- Ensure HR information systems and electronic files are accurate and up to date, including processing starters, movers, leavers, administering changes e.g. working hours, remuneration, shift patterns and ensuring attendance is accurately recorded e.g. sickness absence and annual leave.
- System administrator for the HR SharePoint site and permissions.
- To generate HR reports and issue to the wider HR team and key departments e.g. sickness absence reports with data analysis and starters, movers, leavers report.
- Play an active role in the development and implementation of key projects and updates to HR policies, procedures and processes.
- Participate in HR audits and provide relevant evidence as required.
- Responsible for raising HR-related purchase orders e.g. OHU, Cycle to Work scheme, catering for events, and ensuring accurate record keeping.
- Support the HR team and management by attending investigation meetings and formal hearings as a note taker, ensuring accurate and comprehensive meeting minutes are taken.

2b. Generic Responsibilities

- Work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies.

- Keep up to date with information, training and development opportunities appropriate to maintaining and developing professional service standards.
- Ensure that services are delivered in line with relevant legislation, ISO standards and YPO objectives, values and policies including those relating to Equity, Diversity & Inclusion, Customer Care and Health and Safety
- Undertake such other duties as may be required from time to time that reasonably fall within the scope and grade of the post.

3. Dimensions

- Financial - no direct budgetary control. Responsible for payroll transactional processing.
- Staffing – no direct reports.

4. Planning and Organising

- The role requires thorough planning and a high level of organisational skill to ensure deadlines are adhered to e.g. payroll, employment contractual documentation, in line with legislative requirements, service level agreements and best practice.
- Be a first point of contact for all employees looking for advice, guidance and interpretation of HR policies, therefore the postholder is required to have flexibility in their approach.
- Have excellent time management skills and the ability to manage a constantly changing workload, reacting and prioritising tasks in a fast-paced environment.

5. Problem Solving & Decision Making

- Works within prescribed policies and procedures with minimal supervision.
- Provides first-line advice and guidance to employees and managers on a range of HR issues and escalates as necessary to an appropriate HR colleague.
- Responsible for prioritising workload to ensure deadlines are adhered to.
- The job holder is responsible for generating reports for example, sickness absence reports and undertaking an analysis of new absences, long term absences and sickness absence triggers.
- Demonstrates a continuous improvement mindset by actively contributing to process enhancements through the creation and refinement of checklists and forms, while also

identifying opportunities for digitalisation and system optimisation to streamline HR operations and support future technological advancements.

- Skilled in identifying inefficiencies, troubleshooting issues and implementing targeted solutions that drive improvements in HR administrative practices to support operational workflow.

6. Communication and Relationships (internal and external)

- All internal stakeholders e.g. employees, managers and agency workers
- Job applicants
- Wakefield Council payroll, pension and systems teams
- External suppliers e.g. Occupational Health, resourcing partner and employee benefit providers.

7. Special Features and Personal Attributes

Fluency Duty Level 2: Proficient

This post is subject to the Fluency Duty under Part 7 of the Immigration Act 2016. The post-holder is therefore required to demonstrate a level of fluency which enables them to converse spontaneously with a natural flow, and explain complicated information, using accurate spoken English (including technical or specialist terminology), to service users, and when required, demonstrate an ability to find alternative vocabulary in order to be understood.

Person Specification (Essential and Desirable Criteria)

8. Knowledge, Skills and Experience

Area	Essential (E)	Desirable (D)	Assessment (Application/Interview/Task)
Knowledge (Education, Qualifications and Training)			
CIPD Level 3		x	Application
Educated to NVQ Level 3 or relevant experience in a similar role.	x		Application
A high standard of written and spoken English and mathematics is required, with qualifications at GCSE Grade C or above (or equivalent).	x		Application/Interview
A good understanding of GDPR and how it applies in a work environment.	x		Interview

An understanding of what excellent customer service looks like and how it applies to this role.	x		Interview
Knowledge of current employment legislation.		x	Interview
Skills			
Proficient in the use of IT systems, including MS Office software.	x		Application / Interview
Competent in picking up and adapting to new systems and working in an ever-changing digitalisation environment.	x		Interview
Good analytical skills.	x		Interview
Highly organised and capable of managing multiple priorities simultaneously with exceptional attention to detail and a strong commitment to accuracy in all tasks.	x		Application/Interview
Ability to handle confidential information with respect and integrity.	x		Interview
Proactive in identifying issues as they arise, taking ownership of resolution and escalating appropriately when necessary to ensure timely and effective outcomes.	x		Interview
A strong team player with a collaborative approach, effectively working with others to achieve shared goals and contribute to a positive team environment.	x		Application / Interview
Fluency Duty: Must have the ability to converse at ease with members of the public and provide advice in accurate spoken English in line with Level 2 as stated in section 7 above.	x		• The application form (including qualifications gained) • Interview responses • Presentations or job-related discussions

Experience			
Experience of working within an administrative role ideally within HR.	x		Application
Experience of providing advice to managers and employees on HR issues including recruitment, payroll and terms and conditions of employment etc.		x	Application / Interview
Experience of HR/Payroll systems.		x	Application / Interview
Jobholder Signature:			
Date:			
Manager Signature:			
Date:			