

**WESTCOUNTRY SCHOOLS TRUST**

**JOB DESCRIPTION**

**Job Title:** Human Resources Officer

**Location:** Across the Trust (Plymouth base)

**Grade**: Grade E

**Hours:** Full time,37 hours a week, all year

**Reports to:** Director of Human Resources

**Job Purpose**

The HR Officer assists in providing a high quality, competitive, commercially aware and cost-effective HR service across the Trust, contributing to the continuous improvement of people management policies and practices, which support the delivery of the Trust strategic aims. Acting as a first point of contact for enquiries, the HR Officer will signpost managers to appropriate operational HR Policies and procedures and provide best practice and professional advice and support on a broad range of routine employee relations matters. Individuals in this role are able resolve day-to-day problems independently and demonstrate and develop professional practice excellence to meet the changing demands of the role and as part of a team.

**Duties and Responsibilities**

* Work with the guidance and support of the HR Business Partners to provide advice and support on the routine aspects of a broad range of employee relations matters including sickness absence, flexible working requests, conduct, performance, grievance, TUPE, pay and grading, redundancy and redeployment; helping to ensure timely progression of queries and cases in line with Trust policies, employment legislation and best practice guidance.
* Escalate more complex matters from the point of contact and from time-to-time, and where appropriate, provide assistance to the HR Business Partners with defined aspects of complex casework.
* Ensure that HR guidance and advice to clients at all times reflects and reinforces employment law, good practice, customer care and the provision of a high-quality service.
* Support managers at formal meetings for routine employee relation cases as appropriate.
* Plan and organise employee relations hearings, such as absence management, grievance, and disciplinary and appeals ensuring that they are held in a timely, efficient and effective manner.
* Maintain HR management/HR Team data/systems and provide associated data and reports.
* Support customers with recruitment and selection, and redeployment cases, advising on adherence to legislation, best practice and Trust policies.
* Participate in and/or assist with projects and policy work as appropriate, by undertaking discrete pieces of work or contributing to the development of specific policies.
* Assist in the design and/or delivery of HR training.
* Administer and maintain HR intranet/web pages.
* Work in conjunction with the HR Assistant to contribute to the provision of a comprehensive payroll, pension and administration service, providing cover as/when necessary.
* Take and transcribe formal minutes as appropriate e.g. formal hearings, investigations, Joint Consultation Negotiation Committee.
* Maintain own continuing professional development, keeping up to date with legal and HR developments.
* Promote effective, open and honest working relationships with all colleagues, internal and external to the team and Trust, to promote an effective employee relations environment within the Trust.
* Act in such a way that at all times the health and well-being of children and vulnerable adults is safeguarded.
* Be familiar with and actively promote the Safeguarding Policies of the Trust, completing all essential/mandatory training in this area.
* Actively challenge and seek to eliminate any directly or indirectly discriminatory practices or behaviours.
* Support less experienced or newly appointed colleagues to ensure an appropriate quality of service delivery.
* Support the operational and strategic development of the Trust HR Service where appropriate by identifying opportunities for continuing improvement.

**PERSON SPECIFICATION** E = Essential, D = Desirable

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| **Method of Assessment**  The table indicates the possible method/s by which the skills/knowledge/level of competence in each area will be assessed. | **Essential or Desirable** | **Application Form** | **Interview (or other selection activity)** |
| **Qualifications:** |  |  |  |
| Active CIPD membership (Associate or above) | **E** | **X** |  |
| CIPD Level 3 (minimum) or 5, or working towards with equivalent demonstrable experience | **E** | **X** |  |
| Level of education equivalent to 5 passes at GCSE (levels 9 to 4)/NVQ 2 or demonstrable relevant experience showing clear evidence of excellent numeracy and literacy | **E** | **X** |  |
| **Experience:** |  |  |  |
| Providing advice and guidance to managers and/or customers on a broad range employee relations issues | **E** | **X** | **X** |
| Working in a customer facing role | **E** | **X** | **X** |
| Working in a HR environment | **E** | **X** | **X** |
| Familiarity with HR systems or other management reporting systems | **E** | **X** | **X** |
| Contributing to the improvement of people-related policy or practice | **E** | **X** | **X** |
| Working in a large and diverse organisation | **D** | **X** | **X** |
| **Knowledge, Skills and Abilities:** |  |  |  |
| Working on own initiative and making judgements within the defined boundaries of the role | **E** | **X** | **X** |
| Knowledge of a range of HR practices and procedures acquired through relevant training and/or experience | **E** | **X** | **X** |
| Excellent standard of verbal communication, able to convey advice clearly and concisely | **E** | **X** | **X** |
| Excellent interpersonal skills with the ability to develop successful working relationships | **E** | **X** | **X** |
| Good standard of written communication, able to write fluently and concisely with attention to detail e.g. letters, reports, policies | **E** | **X** | **X** |
| Excellent IT skills and good working knowledge of MS computer packages e.g. able to set up and maintain spreadsheets and interrogate information for use in management reports | **E** | **X** | **X** |
| A team-based approach to work | **E** | **X** | **X** |
| Knowledge of current employment law | **E** | **X** | **X** |
| Good time management skills, together with a methodical and organised approach to work | **E** | **X** | **X** |
| Strong customer-oriented, solutions focussed approach | **E** | **X** | **X** |
| Working knowledge of education legislation, safeguarding legislation, DfE guidance and publications | **D** | **X** | **X** |
| **Further Requirements:** |  |  |  |
| Commitment to Equality and Diversity including awareness of relevant legislation | **E** |  | **X** |
| Able to display an awareness, understanding and commitment to the protection and safeguarding of children and vulnerable adults | **E** |  | **X** |
| Ability and willingness to regularly travel to and work from Trust schools/business sites | **E** |  | **X** |