






Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	HR Officer
Service:	Strategy and Corporate Services
Team:	HR
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Payroll and Systems Manager
OUR ORGANISATIONAL VALUES	
Collaboration 	We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.
Wellbeing 	We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.
Trusted 	We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.
Value for Money 	We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.
Professionalism 	We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve.

PRINCIPAL PURPOSE OF THE ROLE

- To manage all processes and administration connected to employee recruitment, onboarding, throughout the employment cycle to leavers and the provision of employment references
- To act as the first point of contact for HR enquiries providing support and advice, escalating to HR Managers as needed
- To provide excellent customer service and a seamless HR experience to all stakeholders internally and externally involved in recruitment and administration.

MAIN DUTIES AND ACCOUNTABILITIES

Recruitment

Vacancy Management

- To pro-actively co-ordinate forthcoming vacancies and provide appropriate advice on how to proceed. Support managers on decisions on how best to manage a vacancy which may include discussions with the HR Manager or HR Business Partner to include succession planning, internal advertising or promotions
- Have an awareness of the implications of decisions

Advertising

- Advise on the recruitment process and timescales providing flexibility for urgent or challenging roles. Ensure adverts, job descriptions and external documentation are accurate, engaging and provides relevant content.

Market research

- Research and understand all methods of advertising in online publications and on social media platforms to source the best type for each vacancy. Be innovative and creative in how to reach the relevant job market including recommendations, word of mouth, referrals and local government partnerships.

Interview process

- Use the Applicant Tracking System (ATS) to advertise and track progress of all roles. Keep up to date and understand how to use the system and any technical changes, including how to collate and review the data.
- Give advice to managers and co-ordinate the shortlisting process and the candidate journey on the ATS
- Manage the interview programme and candidate journey from arranging interview dates and interview panels, to checking of eligibility of work documentation, arrival for interview to an offer or rejection being made.

On-boarding

- Complete pre-employment checks to include health screening (and referrals if relevant), references, right to work documents, code of conduct and DBS. Seek guidance from the HR Manager where necessary with regards to issues which may affect someone's offer of employment and or starting work at the council.
- Complete the new starter process to include issuing a contract, adding to iTrent and greeting the employee on their first day.

HR Advice and Support

To be able to advise line managers and JMT relating to:

- Annual Leave
- Employment contracts
- To provide information and advice to line managers about HR policies, procedures and practices, identifying risk and escalating when needed.
- To be aware of the role of the Union and the role of the HR Manager during Union consultation.
- To take notes at staff meetings such as consultation meetings, disciplinaries, and grievances when required.

HR Administration

- To complete the written administration and IT system updates on iTrent for any employment changes including leavers. For example change of title, change of hours, flexible working and probationary periods. Liaise with payroll in a timely manner to ensure adjustments to pay are made in accordance with the monthly payroll schedule.
- Maintain online employee records in line with the annual HR document retention schedule and ensure an understanding of the GDPR implications on HR processes.
- Ensure up to date training and understanding of current and new IT systems in HR including Sharepoint, Civica, Goodshape, iTrent and any future systems introduced.
- To monitor and respond to enquiries into the joint generic internal email addresses including recruitment and HR.
- To support the Payroll and Systems Manager with the integration of Civica and iTrent and Goodshape to ensure an automated system led process and self service is implemented and usage adhered to at all times.
- To work with the Payroll and Systems Manager to support the payroll process
- To take part in regular HR Policy and Procedure reviews
- To be responsible for the administration and co-ordination of the annual Long Service Awards and Staff Awards
- To co-ordinate annual recruitment projects which sit within the designated service area for example Canvassing, Elections, Graduates, Apprentices and Surrey Youth Games.
- To support the HR Team and HR Manager with ad-hoc projects throughout the year as and when required.

Health and Safety, Employment Law Regulations

- Comply with all Health and Safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required
- Keep up to date with and understand the implications of changes in employment law specifically GDPR, Eligibility to Work (including Brexit), DBS, National Living Wage and the Equality Act.

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.
- Any other duties or projects identified that are commensurate with the post

DIMENSIONS OF THE ROLE

- The postholder has a key role in a busy section of the Council with significant workloads requiring on-going pro active support.
- To be able to work collaboratively with Managers, Joint Assistant Directors and Directors and anticipate and positively contribute to the smooth running of their service recruitment.
- Understanding issues, drilling down to identify the nature of the problem before finding the most appropriate solution.
- To be able to manage own workload and work autonomously when required and knowing when to go to the Manager for support. Managing a turnover of circa 90 new joiners a year and anything between 150-250 advertised posts divided between a team

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Ability to work pro-actively and autonomously where appropriate. Be able to make sound judgements and know when to seek advice from or escalate cases to, the HR Business Partner, Payroll and Systems Manager, HR Manager or Joint Assistant Director if required.
- Accountability for ensuring employee records are accurate, audited regularly, handed over to payroll and in line with GDPR and the HR retention schedule.
- Be able to proactively research and take the initiative for new ways of working to ensure our processes are streamlined, engaging, competitive within our local community and we continue to attract and retain the best talent in the marketplace.
- Liaise directly with Managers, Joint Assistant Director and Strategic Directors on all recruitment and HR administration matters.

PLANNING/ORGANISING/CONTROLLING

- Plan and prioritise recruitment to ensure the smooth running of the HR service, within some very tight constraints and managing managers expectations, whilst maintaining the Council's image as an excellent employer
- Plan, determine and prioritise your own workload whilst being proactive
- Confident approach – not afraid to speak up

CUSTOMERS AND CONTACTS

INTERNAL

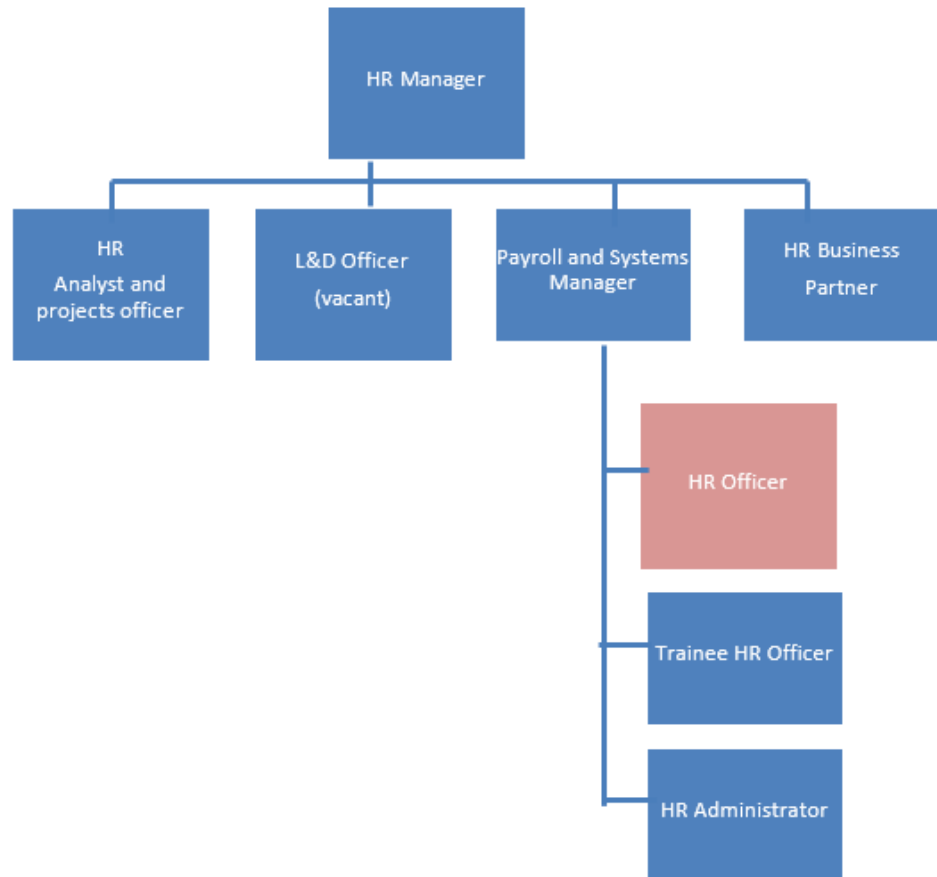
- All employees of the Council
- JMB (Joint Management Board)
- Joint Assistant Directors

- Managers
- PA's

EXTERNAL

- Prospective employees
- Other employers
- Recruitment and Advertising Agencies
- Occupational Health Provider
- Other Public Sector Organisations
- Leaders and Elected Members

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form Marked **A, A/I or A/I/E** to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Experience working in a fast paced multi faceted HR team managing administration, recruitment and systems	A	A HR or business related qualification or progression/potential to work towards this (for example CIPD)	A/C
	Excellent IT, systems and social media skills and ability to embrace new systems	A/I	Evidence of Continual Professional Development either through CIPD qualification or other	A/C
KNOWLEDGE /TECHNICAL SKILLS	Knowledge of current employment law regulations and pending changes in the forthcoming year	A/I		
	Knowledge of managing an end to end recruitment cycle and co-ordinating an automated and systems led document management system	A		
	Knowledge and working practice of GDPR regulations within HR and recruitment	A/I		
	Able to confidently use an HR and/or payroll system	A	Some experience in managing payroll or the potential to work towards this	A/I
COMMUNICATION	Ability to act diplomatically, appropriately and confidentially when dealing with difficult or sensitive situations demonstrating a high level of discretion	A/I	Knowledge of safeguarding issues	

	Be engaging, polite and forthcoming in all external communication to stakeholders.	A/I		
	Excellent and accurate verbal and written skills with the ability to communicate with people at all levels and in a timely manner	A		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Providing excellent customer service that is prompt and relevant	A/I		
	Lead by example in embedding excellent customer service across the services and external clients	A/I		
TEAM WORKING	Experience of working alongside a multi faceted fast paced HR team and understanding of the different roles and how they impact the team, i.e. data analysis, L&D, payroll, employee relations	A/I		
MANAGING SELF AND OTHERS	Ability to organise, plan and identify priority tasks and workload to meet tight and competing deadlines whilst still paying attention to standards and detail.	A/I		
	Able to achieve objectives with the commitment to quality and accuracy	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to work under pressure and to display a calm, professional approach	A/I		
ADDITIONAL SPECIFIC REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A/I		

How assessed

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	HR Officer	Post no:	
Service:	Strategy and Corporate	JE score:	
Team:	HR		
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time or Part Time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2/3	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	HR Manager	DATE:	
CHECKED IN:		DATE:	
LAST UPDATED:		DATE:	