

# Role Profile – HR Service Desk Officer

**Department: Corporate Resources**

**Job family/career pathway: Workforce**

**SAP position no: 50055239**

# Grade: Indicative Band 7/8

# PURPOSE OF ROLE

To provide a first line advice service to Council customers on queries relating to the Employee Lifecycle.

Ensure that calls are either answered first time or they are triaged to the appropriate Workforce & HR team depending on the type of query that is raised.

Signpost customers to relevant advice, guidance and online training available on Bradnet that is designed to support customers in being able to answer their own questions appropriately.

# REPONSIBLE TO: HR and Business Operations Manager

# Key responsibilities

1. Ensure that all queries coming into the Service Front Door (Help Desk) are recorded in CRM software so that a call number can be provided to the person raising the query.
2. Answer first line queries coming into the service desk which will encompass employee lifecycle processes, e.g., Joining, Working, Learning and Developing, Reward and Leaving the Council. 
   1. For joining this includes recruitment administration and advertising of vacancies for all types of vacancies and opportunities, including advising on most appropriate methods of recruitment. Responsible for the online recruitment system, provision of advice and guidance to managers, preemployment checks, production of contracts of employment, variations to contracts. Maintain, advise, check and administer DBS applications, undertaking quality assurance and control.
   2. For Working, Reward and Leaving the Council this includes undertake complex calculations with regard to salaries (pay protections, term time, reduction in hours, holidays, relocation, continuous service) including advising on and calculating deductions for employee benefits schemes, support the performance appraisal cycles, answering queries about reward and recognition schemes, all types of leave (maternity, paternity, shared parental, special/compassionate) and flexible/hybrid working.
   3. For Learning and Development advise on induction, MaST training and performance appraisal, performance management, values and behaviours and the Council Learning Management System
3. Update and quality assure the CRM system to record the answer given to a question and close the call log.
4. Keep fully up to date about the Workforce & HR Service structure and be clear about which parts of the service deal with employment matters.
5. Where a call cannot be closed first time, ensure that the call is routed to the right team so that the call can be dealt with. Update the call record to confirm which team the call has been sent to and advise the customer of when they can expect an answer against pre-defined criteria.
6. Contribute to the development and maintenance of service desk procedures so that the advice given across service desk colleagues is consistent and that call record keeping is also consistent.
7. Proactively provide feedback on policy, process, forms and other guidance to ensure that it can be improved based on customer feedback.
8. Working under the supervision of HR and Business Operations Officers, support low level employee lifecycle casework and be able to provide general guidance and advice to managers on this level of case working.
9. Contributes to the development of policy, process and guidance documents and provide particular feedback on how user friendly the materials are; offering ideas for improvement.
10. Work with Workforce Analytics, Governance and Systems team to ensure that any system changes are fully tested before they go live; ensure that system related queries are routed accordingly if they cannot be closed first time.
11. Provide to external organisations advice on advertising and learning and development and income generating opportunities.
12. Undertake any other duties as may be required.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed; the responsibility level of any other duties should not exceed those outlined above.

# KNOWLEDGE AND SKILLS

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.

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|  |  | **Essential** |
|  | Carries out a variety of working practices, applies regulations, rules, procedures and processes across a technical/specialist area within established frameworks | **x** |
| Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery. | |  |
| Knows and understands how to use, interpret, handle, communicate and record information. | | **x** |
| Able to read, understand and simply convey relevant information to individuals and groups. | |  |
| Knowledge of employment policies and practices and key employment legislation. | |  |
| **Relevant experience: Essential for shortlisting** | |  |
| * Experience of advising managers on HR issues across different aspects of the employee lifecycle. * Experience of advising on and implementing HR policies and procedures with employees and managers. * Experience of dealing with situations requiring judgement and discretion, including some complex situations | | **x** |
| **Relevant professional qualification(s): Essential for shortlisting** | |  |
| * GCSE in English grade A-C or equivalent e.g. CSE English Grade 1 or Adult Literacy Level 1 * GCSE Maths grade A-C or equivalent e.g. CSE Maths Grade 1 or RSA Application of Number or Numeracy Stage ll or lll * OR NVQ Level 2 in Business & Administration or equivalent skill level * Desirable - CIPD Level 3: Foundation, or be studying towards CIPD Level 3 | |  |
| **CORE COMPETENCIES** | |  |
| **Carries Out Performance Management -** covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately to a high standard. | |  |
| **Communicates Effectively -** covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. | |  |
| **Carries Out Effective Decision Making -** covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organizing, self-effectiveness and any requirements to quality check work. | |  |
| **Undertakes Structured Problem Solving Activity -** covers a range of analytical skills required for gathering, collating and analyzing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. | |  |
| **Operates with Dignity and Respect -** covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. | |  |
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**Job profile prepared by/author: Date: 1.11.21**

**Job title: HR Service Desk Officer**

**Checked and signed off by:**

**(Recruitment & Resourcing team member/HRBP) Date:**