

Job Description

Job Title	HR Support Apprentice
Directorate	People and Organisational Culture
Service Area	HR Operations
Grade	AP2
Competency Level	Level 1
Salary	£24,413
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	N/A – Apprenticeship

Job Purpose

An 18-month fixed term apprenticeship undertaking the HR Support level 3 qualification whilst working in a supported environment to develop skills and knowledge

Directly Responsible For:

Not applicable

Directly Responsible To:

Senior Policy Advisor

Main Areas of Responsibility:

- Plan, organise and coordinate meetings (online and face to face) including sending invitations, organising and preparing agendas, collating and distributing papers, taking and distributing minutes, ensuring that the whole process runs smoothly and that every administrative aspect is covered.
- Advise and respond efficiently and professionally to a range of HR queries and correspondence both written and verbal from a wide range of internal and external customers, using HR systems to keep accurate records
- Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure
- Support the ER and Policy team to conduct research and benchmarking activities
- Support the ER and Policy team to ensure all documentation associated with HR policies and programmes reflect published policies and procedures including letter templates, process maps and intranet advice and guidance and are supported by an Equality Impact Assessment
- Process HR related administrative tasks such as invoice payments and payment requests, DBS renewals and co-ordination of FOIs and SAR requests
- Assist in the preparation of management information reports
- Support work with the Communications Team to ensure appropriate plans are devised to communicate the implementation of changes or updates to HR policies and procedures including the preparation of news articles, presentation of changes to leadership and the co-ordination of FAQs

- Undertake, where required, other responsibilities and duties including work related to all areas of business, on behalf of the organisation, where this is commensurate with the grade of the post

Supervision and Management Responsibility:

- No supervisor or line management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit and use a computer for long periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Five GCSEs at grade 9-4/A*-C including English and maths or equivalent (A,I)
- A desire to learn and progress by undertaking training to obtain the necessary skills and knowledge for the role. This will include completing the HR Support Level 3 apprenticeship qualification (A,I)

Experience

Essential

- Experience of providing excellent customer service either face to face or over the telephone (A,I)
- Working knowledge and experience of Microsoft Office, including PowerPoint, Word, Excel & Outlook (A,I)

Skills/Abilities

Essential

- Demonstrate good communication skills, both orally and in writing and able to communicate effectively with a range of colleagues and customers (A,I)
- Good organisational skills with ability to prioritise work and work accurately to meet deadlines (A,I)
- Ability to work in and contribute to a team (A,I)
- Good level of accuracy and able to pay attention to detail (A,I)

Desirable

- Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
- Ability to handle confidential and/or sensitive information with appropriate discretion.
- Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.
- Ability to build and develop effective relationships at all levels of the organisation, and with customers and suppliers.

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- A strong team player able to work flexibly to meet the needs of the service