



# **Job Description and Person Specification**

## **Apprentice - HR Operations Assistant**

## Job Description and Person Specification – Apprentice – HR Assistant

<b>JOB TITLE:</b>	Apprentice - HR Operations Assistant
<b>DEPARTMENT:</b>	HR & Performance
<b>RESPONSIBLE TO:</b>	HR Business Partner & Operations Lead
<b>RESPONSIBLE FOR:</b>	n/a
<b>GRADE/SALARY:</b>	Apprentice Rate

### OUR PURPOSE AND VISION

#### ***'Unlocking Potential, Fostering Success'***

To be a leading provider of education and skills that supports community cohesion and drives local and regional productivity.

### Our Values

<b>Ambitious</b>	We set high expectations and standards for students, colleagues and our communities, striving for excellence in all that we do.
<b>Resilient</b>	We believe that every challenge is an opportunity to learn, develop and become stronger.
<b>Collaborative</b>	We work together, support one another, share ideas, and encourage success.
<b>Inclusive</b>	We value individual difference and creating an environment where everyone has the same opportunities
<b>Respectful</b>	We allow ourselves and others to grow by treating each other with thoughtfulness and an open mind.

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### **JOB PURPOSE**

The HR Apprentice is 'front line contact' of the HR Team at The Trafford College Group and is the first point of contact for all HR related queries from the business. Responsible for providing a high quality, responsive and positive employee experience delivering transactional services across all aspects of the employment lifecycle.

### **MAIN DUTIES AND RESPONSIBILITIES**

- Respond promptly and accurately to telephone, email and on-line enquiries from initial contact to closure, ensuring an exceptional level of customer service. Ensure relevant and supportive advice is provided and escalate issues when appropriate.
- Support with advice and guidance on the application of HR policies and procedures for managers and staff and encourage and influence the use of self-service systems.
- Provide comprehensive transactional processing and HR administrative support for all main HR processes to support the full employee lifecycle, including but not limited to onboarding, pre-employment checks, structure charts, producing ID cards, drafting contracts and employment change letters.
- Providing external correspondence to include references, mortgage/rental applications and third parties.
- Support HR Business Partners with Employee Relations casework through record keeping and administrative support.
- Support at HR and Performance events as required including creating delegate lists, booking facilitators, preparing registers and materials.
- Update and maintain accurate information on the HR and Payroll systems, running reports and producing management information.
- Maintain, store, and share data appropriately and in line with GDPR.
- Actively participate in process improvement discussions and implement necessary changes
- To undertake such duties, appropriate to the post as determined by the Director of Human Resources and Performance or the HR Services Manager.

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- To carry out any other duties that may be reasonably required, commensurate with the grade at the initial place of work or at other locations within the Group's catchment area.

### **Group Responsibilities:**

- Adhere to all Group policies and procedures.
- Behave in accordance with the Groups' Values
- Work flexibly in the interests of the service (this may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities).
- Travel is required for this role.
- Actively participate in performance reviews at regular intervals in accordance with Group procedures.
- Undertake training courses organised by the Group where these will assist in the carrying out of the above duties, develop skills which may be required to fulfil those duties in the future or are required to fulfil legal requirements.
- To undertake risk assessments and comply with the Groups risk management audit requirements.
- Behave in a manner that ensures the security of property and resources.
- Demonstrate consistently high standards of personal and professional conduct as defined in Staff Code of Conduct Policy.

### **Safeguarding Children and Vulnerable Adults:**

- The Group is committed to safeguarding and protecting the children and young people that we work with. As such, all posts are subject to a safer recruitment process, including the disclosure of criminal records and vetting checks. The post holder will be required to complete an enhanced Disclosure Barring Service (DBS) Check with appropriate barred list checks, or the equivalent, and must be eligible to work in the UK.
- We ensure that we have a range of policies and procedures in place which promote safeguarding and safer working practice across the Group. This is in line with statutory guidance Keeping Children Safe in Education, we expect all staff and volunteers to promote the welfare of children and vulnerable adults within the Group and to share this commitment.

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- If this position is classed as Regulated Activity, it is subject to an Adult & Child barring check.

### **Equality and Diversity:**

- Demonstrate commitment to the Equal Opportunities Policy, to work positively and inclusively with colleagues so that the Group provides a workplace and delivers services that do not discriminate against people on the grounds of their age, gender, sexual orientation, marital status, race, religion, nationality, ethnic origin or disability

### **Health and Safety:**

- To promote health, safety and welfare throughout the Trafford College Group

### **Review**

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that over time, the nature of individual jobs will inevitably change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, the Corporation will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

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### PERSON SPECIFICATION – HR Apprentice

ATTRIBUTES	ESSENTIAL	DESIRABLE	ASSESSED BY
<b>VALUES AND BEHAVIOURS</b>	<p><b>Be ambitious.</b> We set high expectations and standards for students, colleagues, and our communities, striving for excellence in all that we do.</p> <p><b>Be resilient.</b> We believe that every challenge is an opportunity to learn, develop and become stronger.</p> <p><b>Be collaborative.</b> Work together, support one another, share ideas, and encourage success.</p> <p><b>Be inclusive.</b> We value individual differences and creating an environment where everyone has the same opportunities</p> <p><b>Be respectful.</b> We allow ourselves and others to grow by treating each other with thoughtfulness and an open mind.</p>		<p>Application Form</p> <p>Interview</p>
<b>EDUCATION AND QUALIFICATIONS</b>	<p>CIPD HR Qualification Level 3 (or prepared to work towards)</p> <p>Maths and English to Level 2 or a willingness to work towards.</p>		<p>Application Form</p>
<b>EXPERIENCE &amp; KNOWLEDGE</b>	<p>Have up to date working knowledge of Microsoft packages including Outlook, word processing, spreadsheets, and databases.</p> <p>Demonstrates resilience, drive, and commitment to results, striving to meet and exceed objectives and standards set</p> <p>Possess effective communication and interpersonal skills, with the ability to foster open communication with a wide range of client groups,</p>	<p>Previous experience of producing data reports</p> <p>Experience of working in a college or other educational institution</p>	<p>Application Form</p>

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	<p>ensuring HR and payroll advice delivered is technically sound, relevant to customer needs and presented logically and effectively.</p> <p>Conscientious with high personal standards, is self-motivated and able to work independently on own initiative, taking responsibility for own actions.</p> <p>Possess effective organisational and planning skills with the ability to work under pressure, to deadlines and to maintain a high degree of accuracy, ensuring payroll deliverables are completed within timescales and budget.</p> <p>Be empathetic with the ability to work cooperatively with others and be a good team member to achieve envisaged results. Is polite, reliable and responsive in interacting with others.</p> <p>Have effective self-management, staying composed and positive in demanding moments and maintaining the ability to think clearly and stay focused under pressure.</p> <p>Acts with honesty and integrity is able to respect and maintain a strict code of confidentiality when dealing with sensitive and personal information.</p> <p>Be service orientated and customer focused, providing and developing a positive approach to working with internal and external customers at all times.</p> <p>Focuses on self-development and personal growth with a desire to undertake relevant training and development. Be</p>		
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	<p>open and responsive to fresh ideas and new information.</p> <p>Be committed to Equality and Diversity, customer care, quality assurance and Group aims and objectives</p> <p>A commitment to safeguarding and promoting the welfare of children and vulnerable adults</p>		
<b>SKILLS AND ABILITIES</b>	<p>Excellent communication and interpersonal skills with an ability to be clear.</p> <p>Promotes positive recognition of differences and mutual respect.</p> <p>Is committed to listening to others and striving for continuous improvement.</p> <p>Is self-motivating and enthusiastic.</p> <p>Ability to work flexibly, often outside normal working hours.</p>		Interview
<b>EQUALITY, DIVERSITY AND INCLUSION</b>	<p>Candidates must demonstrate understanding of and acceptance and commitment to the principles of human rights and equality and how they underpin practice.</p>		Interview
<b>SAFEGUARDING</b>	<p>Commitment to safeguarding and promoting the welfare of children and vulnerable adults</p>		Interview