

HR Apprentice

Job Description



Post	HR APPRENTICE	Department	HR/OD
Salary Grade	£14,856 (£7.70 p/hr) plus funded Chartered Institute of Personnel (CIPD) Certificate of HR Practice (CHRP)		
Hours	37 per week with 20% of your working week spent on your studies	Location	Pippbrook, Dorking
Reports to	Transactional HR & Systems Development Manager		
Post Objective	<p>Building your skills with on the job training, to provide efficient and effective administrative and systems support to the service.</p> <p>To learn about how the Council and service operates and contribute to the day to day administrative work of the team.</p> <p>To engage in and complete a programme of work, study and training designed to develop the skills and abilities of the apprentice to achieve an Advanced (level 3) diploma in Business Administration.</p>		
Main Duties	<p>To manage queries and information from internal and external customers efficiently and effectively via email, telephone and face to face.</p> <p>To update and maintain systems and spreadsheets accurately and methodically in order to ensure the smooth running of the day-to-day work of the team.</p> <p>To provide administrative, systems and organisational support to the team, such as scanning, printing, filing documents and data entry.</p> <p>To communicate effectively with members of the team and the wider organisation (particularly but not exclusively new starters to the Council), listening actively to instructions and asking questions where necessary.</p> <p>To provide administrative support to other team members in a range of projects and service developments suitable to the role.</p> <p>To ensure confidentiality is a priority in all work activities.</p> <p>To provide high levels of customer service at all times, taking time to listen actively to customers and explain clearly the reasons for any action taken.</p> <p>To undertake a course of studies and develop a broad range of skills within the requirements of the service to achieve a nationally recognised Apprenticeship or another qualification.</p> <p>To develop a working knowledge of Mole Valley District County Council's policies and procedures and your responsibilities within these.</p> <p>Through personal example promote the values and behaviours (including equalities) that underpin the organisational strategy of the District Council.</p> <p>Carry out such duties as may be required by your manager as appropriate to the post</p>		

To ensure that all necessary data is provided in an accurate, reliable and timely manner, and is fit for purpose in accordance with the Council's Data Quality Policy.

Health and Safety – to work in accordance with the Council's commitment to provide a healthy and safe working environment including the promotion and implementation of health and safety policies and procedures

HR Apprentice

Person Specification

	Essential
Experience and Knowledge	<p>Able to demonstrate knowledge and understanding of the administration skills required in a work environment.</p> <p>Able to demonstrate an appreciation and understanding of good customer engagement.</p> <p>Understanding the skills required to support project work, including organisational, time management and communication skills.</p>
Education and Qualifications	<p>A Level 2 competency or functional skills qualification in both Maths and English (e.g. GCSE grade A to C / 4 to 9), or other suitable qualification must be achieved or have been achieved.</p> <p>Willingness and competence to undertake an HR CHRP Apprenticeship</p>
	<p>IT literate- able to use information, communication and office technology</p>

<p>Skills</p>	<p>Able to evaluate and plan work effectively. Taking informed and well-reasoned decisions.</p> <p>Able to produce accurate work in a timely manner.</p> <p>Able to follow instructions accurately and effectively.</p> <p>Able to demonstrate good interpersonal skills and ability to sustain effective working relationships, working confidently with others and adapting to different contexts appropriately.</p> <p>Able to listen and take account of different views.</p> <p>Able to think creatively by generating and exploring ideas, working effectively with others to find solutions.</p> <p>Willingness to learn and motivation to undertake a course of study while working.</p>
<p>Special Aptitudes</p>	<p>Demonstrates a growth mindset.</p> <p>Self motivated</p> <p>Ability to work under own initiative, taking personal responsibility with a commitment to learning and self improvement.</p> <p>Demonstrates reliability, commitment and punctuality</p>

Employee Signature		Date	
Manager's Signature		Date	
Job Description Template updated Jan 2018			