

MEDWAY COUNCIL JOB PROFILE

Designation:-	HR Assistant
Department:-	HR
Responsible to:-	HR Policy Manager
Grade:-	Range 2

Main Purpose of Job

To provide administrative and transactional support to the wider HR support team and assisting in the provision of a first point of contact helpdesk for queries from managers and staff.

Give advice and guidance on the usage of the Selfserve4you system, resetting passwords for users where necessary.

Deliver a range of administrative support services including producing correspondence, minute taking, arranging meetings and hearings, data input, filing, issuing of eyecare vouchers, incoming post, and ensuring the stationery supplies are kept adequate.

Person Specification

Qualifications

Good standard of education to GCSE or equivalent.

Certificate in Personnel Practice (desirable)

Experience

Previous experience of providing admin and support services.

Skills

Ability to demonstrate excellent ICT skills with experience of using Excel, Access, and Microsoft Word.

Experience of operating computer and manual administrative filing systems.

Previous experience of working in an office environment.

Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organization.

Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines, making best use of available resources and new technology.

Demonstrable experience of identifying potential problems and taking appropriate action.

Ability to think about alternative ways of doing things and being open to new work practices and responsive to change.

Personal Qualities

Ability to demonstrate a wide understanding of customer needs and being able to manage their expectations.

Understands the process of team working and the part they play in ensuring objectives are met.

Demonstrable experience of taking responsibility for own actions and development opportunities, maintaining high levels of integrity.

Commitment to equality and diversity, accepting differences and treating everyone fairly.

4. Organisation

The post-holder will be directly line managed by the HR Policy Manager.

Main contacts will be with the general public and with staff at all levels across all the authority.

5. Financial Accountabilities

The post-holder will have to process invoices.

6. Working Environment

The post will be based in one of the council's main office buildings.