



Job Profile and Working for Stockport



Stockport

to keep the people of Stockport at the heart of what we do.

Team

to succeed as a team, collaborating with colleagues and partners.

Ambition

to drive things forward with ambition, creativity and confidence.

Respect

to value and respect our colleagues, partners and customers.

Our Council

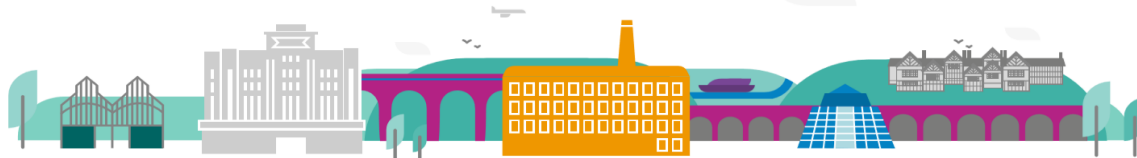
Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team**.

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at <https://greater.jobs/locations/stockport/>



About the Job

Role:

Human Resources Officer

Service Area:

People and Organisational Development

Directorate:

Corporate and Support Services

Salary Grade:

Scale 4

Main Purpose of the Job

Primarily working within the Recruitment team, you may also provide support across the following HR specialisms:

- Resourcing and Service Transformation
- Information, Advice and Guidance and Transactional Support
- Technical Payroll and Pensions

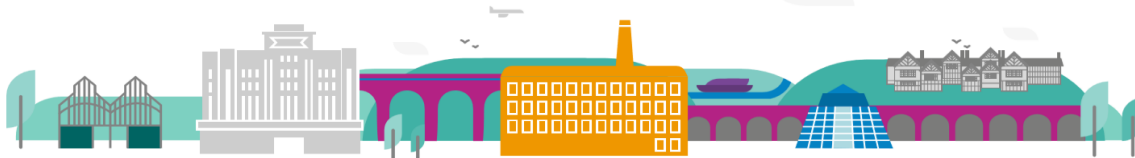
Specific tasks across HR could include:

- Managing the new starter process, including obtaining clearances so candidates can start safely and in a timely manner in their new roles
- Liaising with new candidates throughout the recruitment process
- Liaising with line managers and updating them on their recruitment campaign
- Preparing contracts and job offers for new starters
- Preparing recruitment campaigns
- Ensuring staff files are up to date
- Ensuring the efficient and effective delivery of payroll services to internal and external customers, contributing to the achievement of prescribed deadlines
- Providing project support to more senior officers
- Ensuring that the records pertaining to new starters, established staff and staff preparing to leave the organisation remain accurate and up-to-date
- Monitoring and taking action to address routine quality assurance issues
- Managing a caseload of designated tasks within a specific area of responsibility, ensuring that they are properly progress and brought to a satisfactory conclusion
- Contributing to the development of systems that support the delivery of HR and other people-related services
- Undertaking systems support activity and ensure that intranet content and other communication channels remain up-to-date and relevant
- Providing advice and guidance to customers on relevant policy and procedures
- Processing agency worker bookings

In line with all our officers, you will be expected to operate as a 'team worker', undertaking tasks outlined in the generic job description below. Indicative tasks and activities could include a number of the following:

Key Responsibilities

1. Problem Solving/Creativity/Maintaining standards



- Respond to issues requiring a general understanding of work-area policies and procedures.
- Resolve non-routine problems in a thorough and timely manner; using discretion and knowing who to go to in order to resolve issues and complete tasks.
- Consider presenting situations and select the most appropriate response based upon experience.
- Obtain and use relevant information from various sources to solve problems that impact own work area.
- Update manuals/procedures and provide training and support to colleagues when necessary.
- Work as part of team understanding and focussing on how the role supports the teams and departments priorities.

2. Responsibility and accountability

- Responsible for the receipt and acknowledgement of queries with appropriate tracking of response.
- Responsible for prioritising your own work when there are competing demands.
- Responsible for supporting and supervising others where appropriate.
- Responsible for implementing best practice guidelines in handling personal and sensitive information.

3. Communication

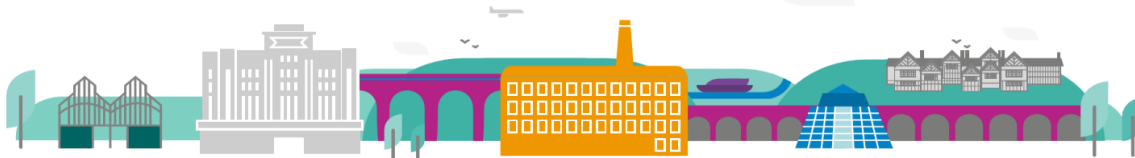
- Communicate established processes and procedures to a range of audiences as required.
- Communicate effectively within the Democratic processes.
- Communicate detailed information/advice within own work area and to colleagues from others.
- Answer general questions and refer more complex questions to supervisor/manager.
- Deal with difficult customers in an appropriate manner.

4. Decision Making

- Make decisions based upon specific instructions, standard practices, and established procedures that generally require some interpretation in service areas.
- Gather related detail and make recommendations to solve problems of moderate complexity.
- Exercise confidentiality of personal and sensitive information based on the Councils Information Governance policy and procedures.
- Be aware of the risks associated with the service and its information and seek appropriate advice.

5. Knowledge & Skill

- Good standard of working knowledge to undertake a range of tasks in the allocated work area.
- Keep up to date with issues relating to the work of the team and department.



- Research information from a range of different sources, internally and externally to help inform own knowledge to benefit the work of the team.
- Ability to use appropriate systems in place to support the service area in which you are placed, with specific support and training.
- Use of a range of systems that support the Council and expert user status for specific systems and procedures.
- Personal Health and Safety in the workplace.

6. Flexibility

- Ability to transfer skills to a range of service areas with specific support and knowledge available.
- Ability to pick up variance in approaches within specific support and knowledge provided.

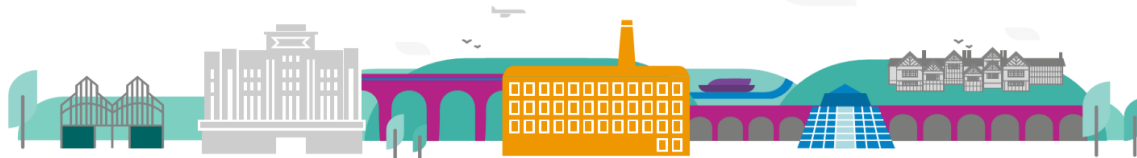
7. Risk Management

- Understands the risks associated with the nature of the service you are supporting, identifying areas of concern and raising these appropriately
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough.

The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.



About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
 - Keeping the people of **Stockport** at the heart of what we do
 - Succeeding as a **team**, collaborating with colleagues and partners
 - Driving things forward with **ambition**, creativity and confidence
 - Showing value and **respect** to our colleagues, partners and customers.
- Experience of using IT systems, including processing of complex management requests
- Excellent attention to detail
- Effective organisational skills
- Effective oral, written and presentational communication skills
- Ability to confidently advise managers and stakeholders about at all levels
- Demonstrable ICT experience including Word and Excel, using spreadsheets to input/extract information