
Your job

Job Title: HR&OD Support Assistant (Front Door)

Service: HR & OD

Grade: 4

Reporting to: HR & OD Advisor

The HR&OD Front Door team provides a central, coordinated point of support across a range of HR and OD services. The team plays a key role in ensuring enquiries, requests and activity are handled efficiently, consistently and in line with agreed service standards, while providing a positive customer experience for staff, managers, schools and external partners.

As a HR&OD Support Assistant, you will provide high-quality support across a varied portfolio of work. You will act as a first point of contact for a wide range of enquiries and ensure work is progressed accurately, on time and to a high standard, escalating where needed.

You will process invoices and purchase card transactions, update system information, support with the delivery of HR&OD events, and collate data across a range of activity. You will work closely with colleagues across HR, OD and wider corporate services, using initiative, judgement and organisational skills to manage competing priorities. You will also identify opportunities to streamline and enhance current processes, working with the Project Team and subject matter experts to drive continuous improvement.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

Working Arrangements

The contractual hours for this post will be worked flexibly to meet the needs of the role and the service. Work will be carried out across Council buildings and/or community venues across the borough.

It is our priority to ensure that the role is fulfilled effectively and while there is flexibility to work from home when service delivery allows, the expectation is that staff will attend the workplace for a minimum of two days per week. However, depending on service requirements, you may be required to work your full contractual hours on site at Council buildings and/or Community Venues.

In this job you will:

- Act as a first point of contact for enquiries, triaging requests and escalating where required.
- Support the development and effective use of self-service solutions, empowering managers, employees and customers to resolve queries and complete transactions independently, while reducing avoidable demand and improving overall service efficiency.
- Coordinate meetings, events, training and related activities including bookings and communications.
- Provide operational support for culture, engagement, learning, pathways and apprenticeships, and reward activity.
- Manage shared mailboxes and maintain a range of HR&OD systems and portals in line with service standards.
- Support the production of management information, data returns and reports.
- Provide resolution of front-line enquiries on the HR & OD Advice Hub.
- Process invoices, recharges and monitor expenditure in line with procedures.
- Maintain and update guidance, documentation and communications materials.
- Support compliance with data protection, information governance and statutory requirements.

- Provide flexible support across the team including hub cover and ad-hoc administrative tasks.
- Identify opportunities to streamline current processes, working with the Project Team and subject matter experts to drive continuous improvement.
- Champion inclusion, equity and accessibility across all HR & OD activity.
- Role model Team Wigan behaviours and support a collaborative, positive project culture across the service.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- 5 GCSEs grade 4/C or above, including Math's and English (or equivalent qualifications).
- Experience providing administrative support in a busy environment.
- Experience handling and responding to enquiries and prioritising work.
- Experience working collaboratively and building positive working relationships with managers, staff and external partners/providers.
- Experience supporting meetings, events or training activity.
- Experience in using data, systems and digital tools, with good digital skills with the ability to learn new processes and systems at pace.
- Ability to handle sensitive and confidential information appropriately.
- Strong organisational skills with the ability to manage multiple tasks, prioritise effectively and maintain attention to detail.
- Understanding of financial and administrative processes or ability to learn at pace.
- Good communication and interpersonal skills, with the ability to work collaboratively with a wide range of stakeholders including HR colleagues, specialists and project sponsors.
- Ability to work collaboratively and independently using initiative.
- Strong attention to detail and accurate approach to work.
- Good time management, decision making and problem-solving skills.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”