

## **Job Description**

### **HR Officer**

#### **Human Resources**

#### **Purpose of the role**

- To support the HR Business Partners in providing advice and guidance to employees in the application of HR practices and policies.
- To provide an efficient, comprehensive, and professional Human Resources service throughout the organisation.

#### **Key Accountabilities**

##### **Employee Relations**

- Provide day-to-day advice and guidance on HR queries regarding policy and procedures, escalating more complex issues to the HR Business Partners (HRBP).
- Regularly update and maintain relevant systems and trackers with ER (Employee Relations) cases and outcomes.
- Coordinate absence management administration with external providers (Occupational Health), regularly updating the relevant HRBP.
- Support ER meetings, including disciplinary, grievance, flexible working request, absence review, etc.
- Manage the maternity processes.
- Arrange meetings, attend preparation meetings with the manager and HRBP to assist in the planning of the upcoming meeting and take notes to assist the manager in the meeting. Attend ER meetings with the manager and HRBP to take the notes from the meeting, sending them to the manager and HRBP in a timely manner.
- Prepare and administer outcome letters in a timely manner.
- Develop ER part of the role by conducting low-level meetings with employees and line managers, such as flexible working request and absence review meetings.

##### **Employee Lifecycle**

- Monitor upcoming probations and update HR Business Partners for outstanding probation.
- Action changes to terms and conditions of employment.
- Produce and send appropriate communication in a timely manner; including long service letters, changes to terms and conditions, leaver letters, etc.
- Ensure resignations are acknowledged in a timely manner, leaver processes are completed, including system changes, and line managers are advised of next steps.

##### **Payroll and Benefits**

- Ensure that all systems payroll changes are logged and in time for the monthly payroll run, such as contractual variations, new starters, leavers, etc.
- Support the HR Reward Partner in the payroll run as and when required.

- Answer any ad-hoc queries regarding payroll and benefits, raising to the HR Reward Partner when necessary.
- Manage and maintain employee benefits information on HR systems.

### HR Systems, Databases and Reporting

- Ensure HR database accurately reflects current employee conditions; such as sickness absence, maternity leave, annual leave, and other leave types.
- Produce regular and ad-hoc reports for key stakeholders.
- Monitoring and maintaining HR data in line with retention guidelines.
- Annual review of HR system data and conducting data cleanses in line with the Data Retention policy.
- Act as systems administrator; configuring systems as required, controlling all user access, ensuring accuracy and data protection compliance and liaising with relevant individuals to troubleshoot queries as required.

### Additional Duties

- Developing, reviewing, and updating HR policies in line with current legislations.
- Driving and contributing to the continuous improvement of the organisation.
- Review and update company intranet HR page.
- Update and maintain HR documents such as job descriptions, forms, and letter templates.
- Assist and partake in departmental projects.
- Facilitate the delivery and implementation of HR initiatives across Motability.
- Act as administration support to training and recruitment as and when required.
- Support the Diversity and Inclusion Lead on monthly initiatives.
- Process annual background and DBS checks.

## Qualifications, Training, Professional Memberships or Accreditations

### Essential:

- GCSE education or equivalent.

### Desirable:

- CIPD qualified or working towards a qualification.

## Experience and Track Record

### Essential:

- Experience of working in an office environment.
- Experience of working as part of a team.

### Desirable:

- Experience in HR administration and an understanding of HR processes.
- Experience of using HR databases.
- Sound knowledge of HR policies and procedures.
- Experience in payroll administration and liaising with external payroll provider.

## Capabilities Profile – Technical Skills/Knowledge

### Essential:

- Excellent level of computer literacy, particularly on Microsoft office suite.
- Able to work with senior members of staff.
- Personable with strong written and oral communication and relationship building capabilities across all levels of the business.

## Capabilities Profile – Personal Skills/Knowledge

### Essential:

- Able to demonstrate a tactful and professional approach when communicating with others.
- Takes ownership and accountability to provide a level of service that exceeds customer expectations.
- The will and ability to work collaboratively as part of a team to achieve department and organisational goals.
- Demonstrates a consistently high level of accuracy and attention to detail in all working practices.
- Be able to demonstrate an understanding of the value of continuous improvement and working to improve the quality of practices and processes within the department.
- Understands and demonstrates the requirement for confidentiality.
- Excellent organisation and administrative skills, with the ability to prioritise and juggle a busy workload, ensuring deadlines are met.

## Reporting line

Reports to: HR Business Partner.

## Key Interfaces:

- Motability Directors.
- HR Business Partners
- Managers and all employees.
- External organisations.
- HR suppliers.

## Resources, scale and scope of role, location and any travel factors:

- Role spans the organisation as a whole.
- The role has a degree of autonomy.
- The role consists of a range of diverse activities and the unpredictable nature of the work means that the jobholder must be able to prioritise.
- Jobholder must maintain professional integrity at all times.
- Responsible for security and confidentiality of personal information.
- The role is predominantly based In Harlow, Essex at Motability's offices. Some travel may be required for training and off-site meetings. Working from home may factor in the role with face-to-face contact being regularly maintained.

- Job holder is expected to check their own work to ensure standards are maintained.
- Job holder must take reasonable care of their own health and safety and that of others who may be affected by their actions, and must comply with all safety instructions or procedures. All equipment is to be used in a safe manner.