



## Gwasanaeth Tân ac Achub Gogledd Cymru North Wales Fire and Rescue Service

### JOB DESCRIPTION

<b>POST TITLE</b>	HR Management Assistant	<b>POST REF</b>	
<b>DEPARTMENT</b>	Human Resources	<b>DATE</b>	September 2018
<b>REPORTS TO</b>	HR Manager, Deputy HR Manager	<b>SALARY GRADE</b>	Scale 5
<b>LOCATION</b>	HQ	<b>HOURS PER WEEK</b>	37 (FTE)

#### OVERALL JOB PURPOSE

To provide a comprehensive and confidential support service to the Human Resources Department, ensuring the efficient processing and administration of all Human Resources functions; encompassing recruitment and attendance management.

#### PRINCIPAL DUTIES AND RESPONSIBILITIES

1.	First point of contact for general HR enquiries, internal and external, via telephone, email or post, directing more complex queries to the Senior HR Advisers or HR Management as appropriate.
2.	Recording and monitoring all processes in relation to time and attendance management, and recruitment, selection and retention.
3.	Providing information and advice where appropriate on the processes listed above and liaising with personnel of all levels across the Service.
4.	Liaising with external service providers to ensure outsourced services are delivered as required for all staff.
5.	Monitoring and ensuring compliance with all relevant policies and legislation.
6.	Dealing with annual and special leave entitlements and queries for all staff.
7.	Dealing with maternity, paternity and parental leave requests for all staff.
8.	Creating and distributing various statistical reports in relation to attendance, recruitment and retention on a weekly, monthly, quarterly and annual basis.
9.	Responding to Freedom of Information requests and providing appropriate information.
10.	Checking and verifying invoices received in relation to any HR functions.
11.	Co-ordinating the employee eligibility list for LSGC (Long Service Good Conduct) and Loyal Service Awards.
12.	General administration for the HR Department which will include; data entry, creating information reports, photocopying, filing and archiving etc.
13.	Any other duties commensurate with the post and salary grading, as directed by the HR Management or Senior HR Advisers.

**SUPERVISORY RESPONSIBILITY**

NONE

**FINANCIAL RESPONSIBILITY**

NONE

**CONTACTS OUTSIDE OWN SECTION**

- Members of the public
- North Wales Fire and Rescue Service employees of all levels and in all departments
- External service providers including Occupational Health, Recruitment Agencies and Conwy County Borough Council Payroll Department
- Other Fire and Rescue Services on an infrequent basis

**LANGUAGE REQUIREMENTS**

- Excellent English language communication skills, both verbal and written (equivalent to Level 2 Essential Skills)
- Excellent Welsh language communication skills, verbal (equivalent to Level 4 NWFRS Standards)

NWFRS Level 4 Welsh Speaking and Listening – Requires that you can; keep up an extended casual work related conversation or give a presentation with a good degree of fluency and range of expression but may need to revert to another language to answer unpredictable questions or explain complex points or technical information. Contribute effectively to meetings and seminars within own area of work. Argue for/against a case

**EMPLOYMENT CHECKS / SPECIFIC REQUIREMENTS**

Basic DBS

**MANDATORY TRAINING**

None

**OTHER**

Office environment

**PERSON SPECIFICATION**  
**Assessment for recruitment requirements and competencies**

<b>POST TITLE</b>	HR Management Assistant
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<b>QUALIFICATIONS, KNOWLEDGE, EXPERIENCE</b>	<b>ESSENTIAL</b>
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> <li>• NVQ Level 3 or an equivalent level of qualification in a relevant subject area (e.g. Business Administration, CIPD) or an equivalent amount of proven and relevant experience</li> </ul>
	<ul style="list-style-type: none"> <li>• Good knowledge of Local Government Conditions of Service and general employment law</li> </ul>
	<ul style="list-style-type: none"> <li>• Experience of using ICT databases and creating statistical reports</li> </ul>
	<b>DESIRABLE</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> <li>• Knowledge of Recruitment processes</li> </ul>
	<ul style="list-style-type: none"> <li>• Knowledge of Attendance Management processes</li> </ul>

<b>SKILLS</b>	<b>ESSENTIAL</b>
	The qualities without which a post holder could not be appointed
	<ul style="list-style-type: none"> <li>• Excellent English language communication skills, both verbal and written (equivalent to a Level 2 Essential Skills)</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent Welsh language communication skills, verbal (equivalent to Level 4 NWFRS Standards)</li> </ul>
	<ul style="list-style-type: none"> <li>• Good numerical skills in order to create statistical reports</li> </ul>
	<ul style="list-style-type: none"> <li>• Excellent organisational skills with the ability to work under own initiative and prioritise and meet deadlines</li> </ul>
	<ul style="list-style-type: none"> <li>• Intermediate IT skills to include a working knowledge of Microsoft packages</li> </ul>
	<ul style="list-style-type: none"> <li>• The ability to enter data accurately at a minimum typing speed of 35 WPM</li> </ul>
	<ul style="list-style-type: none"> <li>• Evidence of ability to pay close attention to detail</li> </ul>
	<ul style="list-style-type: none"> <li>• The ability to work as part of a team</li> </ul>
	<b>DESIRABLE</b>
	Extra qualities which can be used to choose between candidates who meet all the essential criteria
	<ul style="list-style-type: none"> <li>• Written Welsh language communication skills</li> </ul>