



Person Specification

Job Title

HR Services Assistant

Qualifications



Essential

- English and maths Level 2

A/I

Desirable

- CIPD Level 3 (Foundation) qualification or working towards

A/I

Key skills

Essential

- Excellent interpersonal skills and the able to effectively communicate with staff and external customers at all levels, verbally and in writing
- Able to efficiently handle and respond to queries across a number of mediums (e.g. telephone, e-mail, in-person)
- Ability to plan and organise own time effectively, prioritising and setting realistic timescales.
- Able to understand and interpret a variety of information and processes and explain how they should be applied in practice.
- Working as part of a delivery team or on own initiative to resolve queries.
- Flexible and able to effectively manage a varied workload
- Be adaptable and respond positively to change
- Strong sense of accuracy and excellent attention to detail
- Ability to use appropriate judgement to seek and clarify detail where appropriate and to recognise when issues need to be passed to a senior colleague.
- Ensure high levels of confidentiality and communication are maintained in line with UK Data Protection.

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Experience

Essential

- Experience working in an HR/People Administration or HR/People Assistant role
- Providing first line HR advice across a variety of relevant topics
- Experience using a HR/Payroll information system to maintain records and manage data
- Contributing to a culture of continuous improvement, suggesting more efficient ways of working and utilising technology where possible.
- Experience of administration in a busy office environment including letter writing and minute taking
- Producing and maintaining accurate and complex documents and records.

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Desirable

- Experience of producing reports using Excel
- Experience within a Care and or Education setting

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Knowledge

Essential

- Working knowledge and experience of Microsoft Office 365

A/I

Desirable

- Safeguarding and Prevent knowledge
- Safer Recruitment

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✓ How we intend to assess your match with our person specification

A Application Form

C Assessment Centre

I Interview