

Job Title

Human Resources Assistant

Qualifications



Desirable

CIPD Level 3 qualification or working towards

A/I

Key skills

Essential

- English and maths Level 2
- Ability to deal with constant interruptions from visitors to the office or telephone calls
- Excellent interpersonal skills and the ability to liaise with managers, staff, learners and the general public in an effective manner
- Excellent organisation and planning skills with the ability to prioritise a high workload whilst meeting tight deadlines
- Ability to be structured and organised whilst maintaining a flexible approach at all times
- Ability to handle queries effectively and efficiently across a number of mediums (e.g. telephone, e-mail, in person)
- Outstanding ability to communicate verbally and in writing with people at all levels (internally and externally)
- Working as part of a delivery team or on own initiative
- Take accurate minutes in formal meetings

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Experience

Essential

- Experience of working in an HR Administration/HR Assistant/Training role
- Experience of administration in a busy office environment
- Experience of working in a customer service/administration role
- Experience of producing accurate and complex employment documents
- Maintaining comprehensive records
- Experience of producing reports

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Desirable

- Using a HR/Payroll information system

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Knowledge

Essential

- Able to use databases
- Working knowledge and experience of Microsoft Office 365
- Administration skills
- Team working qualities and abilities
- Excellent attention to detail
- Able to resolve problems in a calm and effective manner

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Desirable

- An appreciation of the communication needs of people with disabilities/learning difficulties
- Safeguarding and Prevent knowledge

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Other personal requirements

Essential



Person Specification

Job Title

Human Resources Assistant

- Customer focussed
- Approachable and helpful
- Ability to effectively manage a varied and sizable workload
- Ability to remain calm under pressure and when dealing with difficult customers
- Be prepared to work flexibly to fulfil the duties and responsibilities of the post for both core business functions in accordance with the needs of the college

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

A Application Form

C Assessment Centre

I Interview