

JOB DESCRIPTION

Support Officer HR

Post Ref	5.3.2.3
Reporting To	5.3.2 Senior HR Business Partner
Pay Band	EO
Line Management, Accountable For	N/A
Budget Management	N/A

Job Purpose

To provide comprehensive administrative support to the Ofqual HR Team, enabling the team to operate in the most efficient way. To deliver payroll, allowances, and pension services on time and with accuracy.

Key Accountabilities:

- Providing accurate and timely support to the HR function through a range of administrative activities (e.g. letters, queries, file set up and management, producing/amending employment contracts etc.).
- Under the direction of the Senior Business Partners, administering the monthly payroll process to ensure that staff are paid correctly and on time and the correct payments/returns are made (e.g. to HMRC, occupational pension scheme, national insurance) .
- Inputting into the HR systems to ensure accurate and complete records are maintained and making sure probation periods and other key events are appropriately signed off.
- Supporting with the production of reports and management information to inform HR activity and reporting requirements. Undertaking systems administration and providing user support for HR management information systems as required (e.g. Octopus).
- Contributing to the development and maintenance of efficient and effective HR administrative procedures.
- Administering employment and health benefits, including Care First.

- Providing administrative support to the L&D function, including learning and development scheduling.
- Operating the HR helpdesk process, ensuring timely resolution of employee queries.
- Managing the administrative elements of both the new starter and leaver processes, to include induction and probation.
- Providing administrative support for Recruitment including interview schedules, , references, offers, acceptance and rejections.
- Providing administrative support to key employee relations practices and disciplinary and grievance cases.
- Providing first line HR support to employees and line managers on matters of pay, leave, sickness absence and other key administrative related activities.
- Co-ordination of HR wide activities, including HR Calendar and Project Plans
- Providing support to the Associate Director, HR, L&D and Facilities, with travel arrangements and the processing of expenses.

Corporate Accountabilities:

- Acting as a role model for Ofqual's values and professional standards
- Supporting your manager with the delivery of the business and corporate plans for your area.
- Contributing to continuous improvement in your own area of responsibility.
- Supporting your manager with risk management by reporting/escalating any identified risks or issues, as appropriate.
- Being fully aware of and actively complying with Ofqual's policies and procedures relevant to your own responsibilities and to corporate policies and procedures including equality, sustainability and the environment, health and safety and data protection.
- Performing any other reasonable duties as directed by line management.

This list should not be regarded as exhaustive and the post holder will be expected to deliver other duties relevant and appropriate to this post.

PERSON SPECIFICATION

Experience

Criteria	Essential (E) or Desirable (D)	Evidenced by (See Key below)
Experience of working within an administrative role within an HR environment.	E	A,I
Experience of using in house computer systems.	E	A,I
Experience of delivering work to agreed deadlines	E	A,I
Experience of contributing to multi-disciplinary work to achieve objectives	D	A,I
Experience of administering Payroll in conjunction with outsourced provider	E	A,I

Skills and Abilities

Criteria	Essential (E) or Desirable (D)	Evidenced by (See Key below)
Ability to complete tasks accurately and demonstrate strong attention to detail.	E	A,I
Excellent interpersonal and customer service skills, with ability to build and maintain effective working relationships internally and externally.	E	A,I
Good written and oral communication skills to communicate clearly and concisely with others.	E	A,I
Ability to manage business and employee information with confidentiality, discretion and sensitivity.	E	A,I
Ability to plan and prioritise own workload to meet tight deadlines and objectives, balancing competing demands and priorities with the minimum of supervision.	E	A,I
Ability to undertake routine analysis and accurate calculations e.g. holiday calculations	E	A,I
Competent in the use of spreadsheets, e.g. ability to use formula, pivots, v-look ups	E	A,I
Good organisational and team working skills.	E	A,I
Able to analyse data and information to produce clear reports on trends, patterns and other observations	E	A,I
Able to use initiative to resolve routine problems and issues.	E	A,I
Able to identify and track risks to support effective risk management	E	A,I
Ability to understand Ofqual's strategic priorities and contribute to achieving those.	E	A,I
Ability to use appropriate IT applications effectively (including Outlook, SharePoint, Word, PowerPoint and Excel)	E	A,I
Able to use basic project management disciplines to lead or contribute to project work.	D	A,I

Knowledge including qualifications

Criteria	Essential (E) or Desirable (D)	Evidenced by (See Key below)
Having or willing to work towards the Certificate in Personnel Practice (CPP) or CIPD.	D	A,I
Understanding HR best practice and employment legislation. Knowledge of payroll and pension administration.	D	A,I
Understanding of the role of a Regulator.	D	A,I
Understanding of the education system.	D	A,I

Evidence Key

- A** = Application Form
- I** = Interview
- P** = Presentation
- T** = Tests/Exercises (Inc. Psychometrics)
- R** = Reference
- E** = Evidence (Certificates)