

Job Description

Position Details

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| Position: | HR Support Officer |
| Directorate: | Corporate Services |
| Service: | Organisational Development |
| Position no: | BG10843 |
| Grade: | 6 |
| Hours of work: | 37 per week |
| Work style: | Agile Worker |
| DBS required: | Enhanced Disclosure with Childs Barred List |
| Contact: | Senior HR Business Partner |
| Date: | 06/06/2025 |

Politically Restricted? ☐ Yes* ☒ No

* The position is politically restricted within the provisions of the Local Government and Housing Act 1989 as prescribed in the Local Government Officers (Political Restrictions) Regulations 1990

About the Position

Reporting to: Senior HR Business Partner

Responsible for: No direct reports

Principal Accountabilities

1. To provide an advisory and interpretation service to managers and employees on a wide range of employment related issues. This will include the application of relevant terms and conditions of employment and also changes resulting from legislation, national and local agreements.
2. To be responsible for the delivery of an efficient and effective recruitment and selection service in conjunction with Managers.
3. To implement structural changes ensuring the relevant correspondence is issued and systems updated.
4. To maintain and develop organisational structure charts and job descriptions.
5. To be responsible for the job evaluation process which includes evaluations, administration of the process, arranging and chairing validation and appeal panels and the maintenance of the system.

6. To have responsibility for the escalation processes in relation to Disclosure and Barring Service checks(DBS), the maintenance of the DBS three year rolling programme and registration renewals.
7. To provide support and assistance to the Business Partners with the provision of advice and support to managers in relation to the management of case work to include recruitment, occupational health and attendance management this will include development opportunities to shadow senior officers in the management of cases.
8. To support with the preparation of case work packs and correspondence, hearing and meeting facilitation, redundancy calculations and pension requests.
9. To be responsible for the co-ordination of the Authority's appeals processes.
10. To support in the collection, analysis and provision of workforce data including any statutory obligations.
11. Utilise information reports from iTrent to ensure all employee information relative to the teams area of responsibility is complete and accurate including DBS data.
12. To support in the maintenance and development of the divisional digital management systems including the iTrent HR/Payroll system.
13. To assist in the research, development and implementation of strategic projects and policies.
14. To support and contribute to the design and delivery of briefing sessions / training on relevant matters relating to HR policy and practice.
15. To liaise with relevant external agencies, officers of other departments and Trade Union Representatives in order to undertake the day-to-day activities.
16. To deal with enquiries from employees, members of the public, Trade Unions and other Departments and where appropriate forward queries to the relevant officer for action.
17. To work closely with the Transactional / Payroll team to deliver a seamless service ensuring work is completed accurately and efficiently.
18. To continually review work practices and processes making amendments to improve the delivery of the HR Service.

General Accountabilities

1. To comply with the Council's Policy Statement on Health, Safety and Welfare at Work.
2. To positively promote the Council's Strategic Equality Plan and ensure commitment to anti-discriminatory practice.
3. To demonstrate a commitment to ongoing personal development.
4. To adhere to data protection principles whilst undertaking your duties.
5. To be responsible for undertaking your duties in a way that safeguards and promotes the welfare of children, young people and adults at risk. You must bring issues of concern regarding the safety and welfare of children, young people and adults at risk to the attention of the Safeguarding Officer in your service as soon as you become aware of them.
6. Undertake other duties that may be required of you, commensurate of your grade or general level of responsibility within the organisation.

This job description sets out the main responsibilities of the position at the date it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility.

Person Specification

| Requirements | Essential (E) / Desirable (D) | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|--|----------------------------------|--|
| Qualifications | | |
| Level 3 qualification in Human Resources or equivalent with a willingness to obtain Level 4 or equivalent. | E | A / PP |
| Possession of or studying towards Level 5 or level 7 of the CIPD qualification or equivalent. | D | A / PP |
| | | |
| Experience | | |
| Substantial I.T. experience including Microsoft Office applications | E | A / I / PP |
| Experience of iTrent integrated HR/Payroll System including use of Business Objects as a reporting tool | D | A / I / PP |
| Experience of working in a Human Resources Environment, administering technical HR practices and procedures | E | A / I / PP |
| Experience of report writing, policy development and implementation. | D | A / I / PP |
| | | |
| Knowledge / Skills | | |
| Knowledge of general office best practice e.g. effective management of information | E | I / PP |
| Excellent customer service skills | E | I / PP |
| Excellent written and verbal skills | E | I / PP |
| Knowledge and understanding of job evaluation frameworks and processes | E | I / PP |
| General knowledge of employment legislation and human resources practices. | E | I / PP |
| An understanding of the Local Government working environment | D | I / PP |
| | | |
| Personal Attributes | | |
| Ability to communicate in an appropriate manner to a diverse range of colleagues and customers | E | I / PP |
| Takes a methodical approach to work, prioritises tasks effectively, and consistently meets deadlines in order to provide an excellent service. | E | I / PP |
| Ability to work well as part of a team and forge strong working relationships with colleagues | E | I / PP |
| Ability to use own initiative to resolve issues and make timely and appropriate decisions within the scope of the role | E | I / PP |
| | | |
| Special Working Conditions / Requirements | | |
| Full driving licence and access to a vehicle for working purposes. | E | A |
| | | |

| Minimum Welsh Language Skill Requirements | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|--|--|
| Welsh Language Skills Level 0. Level 1-5 is desirable. Training is optional. | A |
| Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are desirable and need to be learnt when appointed. Training required: "Welcome Part 1 & 2" (10 hours in total) | |
| Welsh Language Skills Level 1 Entry / Courtesy (as a minimum) are essential. Training required: "Welcome Part 1 & 2" and "Welcome Back Part 1 & 2" (20 hours in total). | |

For further information on the above please refer to the [Welsh Language Skills Guidelines](#)

Welsh language skills requirements beyond the minimum stated above e.g. fluent speaker / proficient writer will be outlined within the person specification under qualifications and skills.

Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and through the Council's performance coaching scheme.

| Competencies – Delivering the Service | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|---|--|
| Plans ahead, organises work in advance | PP |
| Involves line manager / colleagues in setting and meeting targets | PP |
| Reorganises work when necessary | PP |
| Sees tasks through to completion whenever possible | PP |
| Seeks help if workload becomes unmanageable | PP |
| Uses initiative to report issues that arise that impact on others | I / PP |

| Competencies – Improvement and Change | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|--|--|
| Is prepared to try new things & feedback results | I / PP |
| Understands that changes are needed if things are to be improved | I / PP |
| Finds new and creative ways of doing things better | I / PP |
| Actively seeks to develop own skills and knowledge | I / PP |
| Learns from mistakes & welcomes constructive feedback | PP |

| Competencies – Providing Excellent Customer Service | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|--|--|
| Recognises the importance of high standards of customer service | I / PP |
| Is committed to providing an excellent service to all the citizens of Blaenau Gwent | PP |
| Understands the links between own professionalism and the possible impact on the Authority's image | PP |
| Has a professional attitude that sets an example to colleagues | PP |
| Takes pride in own work and that of colleagues | PP |
| Is respectful, courteous and helpful at all times | PP |

| Competencies – Team working | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|---|--|
| Reacts constructively to others' suggestions and requests | PP |
| Recognises potential value of others' opinions and actively seeks their contributions | I / PP |
| Asks for help when necessary | PP |
| Actively seeks to help others | PP |
| Is aware of the impact of own behaviour on others | PP |

| Competencies – Communicating | Assessment methods: Application (A), Interview (I), Presentation (P), Test (T), Probationary Period (PP), other please specify |
|---|--|
| Adapts content and style to help others understand | PP |
| Makes sure that people are regularly informed | PP |
| Uses appropriate language, gestures and tone when talking with others | I / PP |
| Checks others have understood & seeks advice when necessary | PP |
| Actively seeks to improve all forms of communication with others | PP |
| Communicates professionally by using formal channels appropriate to the situation | I / PP |

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