



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	HR Support Level 3 Apprentice
Service	Chief Executive's Office
Team	HR & OD
Location	Shute End / Flexible Working Available
Reports to	HR Operations Team Leader
Responsible for	Not applicable
Grade	Grade 1
Contract Type	Fixed-Term
Hours	Full-Time

Main Accountabilities	
1.	To deliver administrative tasks across the full employee lifecycle, ensuring workflows are managed efficiently and tasks are completed on time, escalating issues as appropriate.
2.	Adhere consistently to Service Level Agreements (SLAs) and payroll deadlines, ensuring new starters, leavers and employee changes are processed accurately and on schedule.
2.	Update and maintain employment records on HR systems, providing employee-related data and contributing to the production of reports as required.
3.	Contribute to process improvement initiatives, suggesting ways to enhance HR operational processes and supporting the implementation of agreed changes.
4.	Provide administrative support for HR projects and initiatives, contributing as needed to ensure successful delivery.
5.	Ensure accuracy and compliance in all People Operational outputs, adhering to employment law, statutory requirements and internal standards.
6.	Respond promptly and professionally to employee and manager queries, providing clear, accurate and timely information within SLA expectations.

Person Specification	Essential	Desirable
Education/Qualifications	The Apprentice will work towards and complete the Level 3 HR Support CIPD Apprenticeship	GCSE Grade 4/C or above in English and Maths, as per Government guidelines if you are 19 or under and you do not hold these qualifications, you will be expected to work towards Functional Skills to fulfil Apprenticeship requirements





Experience	Experience in a role which requires administrative or customer skills	Prior experience of working within an HR Team
Skills/Knowledge	Strong verbal and communication skills, with the ability to deliver a professional HR service Experience of using IT systems Strong team working skills, with the ability to build relationships with colleagues and new starters A high-level of attention to detail when following a process and completing tasks to its entirety	Understanding of HR processes and procedures
Behaviours/Attributes	Proactive learner - shows curiosity to understand HR processes, asks questions, and seeks opportunities to develop new skills. Organised and detail-focused - completes tasks accurately and to deadlines, follows procedures carefully, and keeps records up to date. Positive and forward-thinking - embraces change, brings ideas for small improvements, and looks for ways to make processes more efficient. Collaborative - works well with colleagues across HR and the Council, building trust and communicating clearly. Digitally confident - comfortable using HR and Customer Management systems and Microsoft applications. Values-driven - acts respectfully and inclusively, reflecting the organisation's values in day-to-day work. Responsible and discreet - handles confidential information with integrity and professionalism.	

Purpose Details	
Service Purpose	Through the people professionals who work within it, the HR & OD function helps the Council deliver its corporate strategy and objectives by effectively recruiting and developing people, as well as managing the whole employee lifecycle. It provides support in all aspects of people management within a legislative framework, working with managers to embed people-related practices which enable continuous service delivery to our communities, including reward, retention, wellbeing, performance management and professional development.
Role Purpose	The role of the HR Support Level 3 Apprentice covers a wide range of administrative duties, supporting the provision of a high quality and effective HR operational and transactional service for the wider Council.





	The post holder will deal with a variety of tasks, which will support the full employee lifecycle, ranging from onboarding new starters, issuing contractual documents and letters, processing family leave requests, carrying out pre-employment checks and responding to day-to-day requests for support from employees and managers across the Council. This post will provide a high-level of customer service, ensuring all requirements are met, both within specific timescales and to exceptional quality standards.
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Supervision and Relationships	
Supervision Received	This post reports to the HR Operations Team Leader and will receive general direction and supervision, although expected to use initiative and work independently.
Supervision Given	Not applicable
Contacts	This post will work closely with managers and employees across the Council, external stakeholders and with the wider HR team, acting as a first point of contact for HR Operational processes and queries, delivering a well-respected and consistent service across the whole Council.

Resources/Budget Management
Not applicable

Special Requirements
Not applicable

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N





Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	N
Hand Arm Vibration	N
Lone Working	N
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N
Working with Elderly/Vulnerable Adults	N
Work Environment Details	Smart Working

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	N
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N





Disclosure and Barring Service (DBS)		Details
DBS Requirement	Not applicable	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
Not applicable

