



Role Title	HR System Support Assistant	Reporting to	HR Information Officer
Section	Information Management	District/Department	Human Resources
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	Provide a professional and customer focussed administrative support function including research and HR information service to all members of the Force in order to facilitate effective day to day people management.
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Key outputs for role –	
1.	Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.
2.	Act as the initial point of contact for the resolution / progression of HR systems related queries, receiving, evaluating and recording enquiries made in person, by email or telephone, providing information to resolve the query wherever possible or, escalating and following up the issue through the relevant channels to ensure its timely resolution.
3.	Provide prompt solutions to customer queries where possible, adopting a 'one stop resolution' ethos facilitating effective people management practices across the Force.
4.	Support HR systems team in transactional processes and procedures in order to support the delivery of Force HR and L&D policies and procedures.
5.	Deliver communication to colleagues and managers as directed, including disseminating information, undertaking and communicating results of dip sampling, and chasing updates, information and progress reports in order that the HR team as a whole provides an efficient and effective service.
6.	Input and interrogate information from computer systems in response to enquiries, to allow for the correct provision of information in relation to the enquiries received.
7.	Provide research and administrative support to the HR System Support team.
8.	Work co-operatively with team members and colleagues contributing positively to the achievement of organisation objectives and to undertake any other HR work as directed, including working at different locations, in order to provide business continuity and to enable the HR team as a whole to fulfil force-wide needs.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">Daily contact with HR Team, Line Managers and Force employees in order to resolve day to day issues regarding the service provision of the Unit.A clear understanding of Policies and Procedures relating to the section, in order to deal effectively with general queries.A range of computer software – NSPIS HR, Origin, Microsoft Office.

Work/Business contacts
Internal: All police officers and police staff. Staff Associations and Trade Unions.
External: Members of the public, Police Forces, Home Office, HMIC, PNB, PNC, other public bodies, IT software service suppliers.

Expertise in Role Required (At selection - Level 1)	Essential or Desirable
• Has a basic knowledge, gained through experience, of personnel and/or administration work.	Essential
• Has good knowledge of and is able to use a range of computer packages including Microsoft Office.	Essential
• Has previous experience of working in a customer focused working environment.	Essential
• Possesses high degree of interpersonal skills and good oral and written communication skills.	Essential
• Sound basic knowledge of HR Policies and Procedures.	Desirable
Other (Physical, mobility, local conditions)	
• Is willing to work in any post appropriate to the grade at such other place within the Force as may be reasonably required.	Essential
• Has the ability to travel around the force area.	Essential
• Has full current UK/European Driving Licence.	Desirable
• Has access to a motor vehicle and is prepared to use it for business purposes.	Desirable

Expertise in Role - After initial development - Level 2
<ul style="list-style-type: none"> Detailed knowledge of the organisation infrastructure of West Yorkshire Police. Good knowledge, experience and understanding of HR procedures within West Yorkshire Police. Consistently providing quality information, resolving queries promptly and correctly escalating when necessary. Demonstrates excellent customer care skills with an acute understanding of managing customer needs and delivering a high quality professional HR service.

Structure
<p style="text-align: center;">HR Information Officer</p> <p style="text-align: center;">HR System Support Officer x6</p> <p style="text-align: center;">HR System Support Assistant x1</p>

PART B – COMPETENCIES & VALUES

Competency and Values Framework – http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf
Select one level
Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)
<ul style="list-style-type: none"> Understand and define customer problems, identify solutions and apply them within the confines of Force policies and procedures. Has identified and utilised best practice within the Police service and from external organisations to improve quality of service

PART D - ACCESS & VETTING

<i>Standard IT Access</i>	Default
<i>Police Building (Perimeter and Zone access)</i>	Perimeter access to police buildings where based
<i>Vetting Level</i>	Recruitment
<i>Date accepted as a role profile</i>	2016