SEFTON METROPOLITAN BOROUGH COUNCIL

**JOB DESCRIPTION**

**Department** Corporate HR Location: Magdalen House/ Agile

**Post: Apprentice HR Administrator**

**Grade:** National Minimum Wage for age + 3%

**Reporting to:** HR Manager(Operational Services) / Health Unit Manager

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**Job Purpose:**

To assist the HR and Occupational Health team by completing a range of administrative

tasks under the guidance of HR management and colleagues. You will be completing a

Level 3 CIPD qualification alongside receiving on-the-job training and feedback

**Main Duties (Operational Services):**

1. To work accurately and efficiently both as part of a team or unsupervised, prioritising own work and meeting necessary deadlines.
2. Responding to general queries face to face, by telephone, by Microsoft Teams, and monitoring of group mailboxes as directed passing on standard queries to the appropriate officer.
3. Operation of the HR & Payroll Management system liaising with the HR team to ensure HR records are maintained correctly. Assist HR Team in the preparation and production of statistical information and management data reports.
4. Attendance at departmental meetings and minute taking where necessary.
5. Assist HR Team in the management of sickness absence, providing support with absence system, and producing sickness absence reports as necessary.
6. Assist in the administration of HR policies and procedures, ensuring consistency and accuracy.
7. Prepare correspondence for managers and employees using standard letters in relation to staff matters as necessary.
8. To communicate sensitively with a wide range of people, including colleagues, employees, managers and trade unions.
9. Assist in the continuous improvement for the HR service.
10. To maintain information in a confidential manner, following data protection regulations and ensuring HR records are GDPR compliant
11. Assist the HR Team in responding to reference requests, FOIs and Subject Access Requests including the redaction of specific information.
12. Assist the Job Evaluation Officer in the production of management information and responding to general job evaluation queries.
13. Use of the Agresso system relative to the production and processing of invoices for the HR team.
14. Undertake any other admin tasks as required.

**Main Duties (Occupational Health):**

1. Assist with responding to and triaging initial enquiries from departments, schools and employees.
2. Undertaking general administrative duties (e.g. filing, photocopying, opening mail, distribution etc) to progress the work of the Unit effectively.
3. Assist with the maintenance of electronic and physical medical records for the Health Unit.
4. Assist with the preparation of documentation for appointments and meetings as required.
5. Maintaining the Health Unit practitioners’ diaries.
6. Maintaining databases, spreadsheets, SharePoint documents, and tracker systems relative to the referrals received, medical reports requested, etc. to enable provision of statistical data for sickness absence.
7. Operating all computerised, manual and telephone systems and procedures to ensure an efficient and effective service is maintained.
8. Assist with the preparation of responses to routine correspondence, requests for copies of medical files and any other material relative to the appointment diaries.
9. Liaising with outside organisations relative General Practitioner, Consultant and Specialist medical reports.
10. Operating in a way to ensure that quality assurance procedures are met and maintaining confidentiality and observing data protection guidelines at all times.

# General

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and it’s grading.

All staff are responsible for the implementation of the Health & Safety Policy as far as it affects them, colleagues and others who may be affected by their work. The post holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to ensure appropriate improvements are made where necessary.

The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared by:** Kathryn Parry / Russell Taylor

**Designation:**  HR Manager (Operational Services) / Health Unit Manager

**Date:** April 2025

**PERSON SPECIFICATION**

## Post: Apprentice HR Administrator

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| Personal Attributes Required | **Essential (E) or Desirable (D)** | **Method of Assessment** |
| Qualifications Good standard of General Education including the ability to demonstrate working at Level 2 for both maths and English.  Qualifications in relation to IT, e.g. ECDL or equivalent | E  D | A/C  A |
| Experience Relevant administrative experience in a busy office environment  Working with IT applications including MS Office | D  E | A/I  A/I |
| Knowledge, Skills & Abilities Good communication skills, by telephone, face to face and written.  Good interpersonal skills and the ability to work on own initiative and as part of a team.    Good IT skills, (Microsoft Word and Excel)  Good organisational skills and ability to work to deadlines    Ability to interpret information and prepare appropriate reports/correspondence.  Ability to use initiative.  Ability to prioritise, organise, and manage a variable workload. | E  E  E  E  E  E  E | A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Other requirements**  Willing to work flexibly as required  Demonstrate the Council’s Values | E  E | A/I  A/I |

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| **KEY** | **A - Application Form; I – Interview; C-Certificate** |