



ROLE DESCRIPTION

Job Title	HR Assistant (2 Years Fixed Term)
Salary Band	SCP 20-23
Reporting to	HR Hub Lead
Directorate	Resources
Service Area and sub area	Corporate Development
Political Restriction	N/A

1. Primary Purpose of the Post

As an HR Assistant for the Liverpool City Region Combined Authority (LCRCA), you will be required to provide a first response to queries into the HR Hub from employees and managers.

Queries and responses will generally be regarding the application and implementation of HR policies and procedures, along with terms and conditions of employment. It is also the responsibility of the HR Assistant that employment changes are reflected in the HCM system.

2. Your responsibilities

- Triage all emails received into the HR Hub inbox and allocate them to the appropriate team.
- Provide clear, concise, and timely HR/ER advice and guidance to queries from managers in relation to transactional/process-driven policies within an agreed topic scope:
 - Employee wellbeing/Occupational Health referrals
 - Family friendly (maternity, paternity, flexible working)
 - Short term sickness (up to and including Stage 2)
 - Probation reviews
 - Special leave
 - Fixed term contracts
- Provide direction to employees and managers on people management systems.
- Create and/or review HR documents for managers and employees, where appropriate.
- Process all employee changes through case management and people management system with associated documentation sent to employees/managers within the agreed SLA.
- Utilise people reports and data from people management systems to support case management, people processes and data accuracy.
- Follow agreed principles to escalate cases to HR Advisors, when appropriate, based on risk.



3. General corporate responsibilities

- Participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve effectiveness and efficiency of service delivery.
- Work as a key member of the HR team in contributing to the corporate management of the strategic risks facing the Liverpool City Region Combined Authority.
- Ensure the Combined Authority's commitment to diversity is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Observe the behaviours adopted by LCRCA – LCR First, Respect & Action Focused

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements and with Standing Orders and Financial Regulations of the Combined Authority, and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.

PERSON SPECIFICATION

Job Title: HR Assistant

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
GCSE Maths/English at Grade C/5 or above.	E	A
CIPD Level 3 or above (or working towards)	E	A

Experience and knowledge	E = Essential D = Desirable	Identified By
Previous experience of working in a public sector HR function.	E	A
Basic knowledge of employment legislation and best practice.	E	A
Previous experience of using an HR/HCM system.	D	A, I

Skills and abilities	E = Essential D = Desirable	Identified By
Experience of interpreting HR people policies, within the topic scope of the HR Assistant role, providing pragmatic and solution-orientated advice to employees and managers.	E	I, T
Articulate, confident and fluent communicator demonstrating a high level of both oral and written English and well-developed interpersonal skills.	E	I, T
Proficient with and comfortable using the Microsoft Office suite (Outlook, Word, Excel, One Drive, SharePoint etc.) as well as experience of working with an HR/HCM system.	E	A, I, T
A self-starter who uses initiative to organise and prioritise workload to achieve deadlines.	E	I, T
A customer-orientated approach and focus.	D	I
A pragmatic approach to problem solving.	D	I, T
A committed team player who is effective working with the team and independently.	D	I



Personal Attributes	E = Essential D = Desirable	Identified By
An understanding of and a personal commitment to the Vision, Priorities and Behaviours of LCR Combined Authority.	D	A, I
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues.	D	A, I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Flexible approach to working hours and willingness to work flexibly as and when required.	D	A, I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment