

**Job Description:     Apprentice – Human Resources**

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation’s values and deliver our corporate objectives.

<b>Job Description</b>	
<b>Job title:</b>	Apprentice - Human Resources
<b>Service:</b>	Policy & Governance
<b>Team:</b>	Human Resources
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Learning & Development Officer
<b>Responsible for:</b>	N/A
<b>Our Organisational Values</b>	
<b>Openness</b>	In Waverley we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley we value <b>team work and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .

### **Principal purpose of the role**

- To learn about the role of the HR team in supporting staff recruitment, retention and development at Waverley
- To support the HR team
- To develop experience and skills which will help towards a future role as an HR Administrator and completion of a CIPD qualification

### **Main duties and accountabilities**

- Supporting the recruitment and HR administration team with the advertising of new roles, managing the Applicant Tracking System including uploading new jobs and arranging interview panels for new applicants.
- Responding to reference requests and completing day to day onboarding and administrative processes for the HR team.
- Support the payroll administration, including answering basic payroll questions relating to expense claims and holiday. To be competent in using our Midland HR iTrent payroll system for checking and inputting basic data.
- Able to answer day to day enquiries from staff through our human resources and payroll outlook inboxes.
- Able to fully utilise the Civica HR document management system, a clear understanding of how to record documents and supporting the team to digitise their processes whilst ensuring HR employee records are accurate and up to date.
- An understanding of how to access, use and answer enquiries of all HR systems including Firstcare absence management, Sharepoint, Backstage and Learning Pool.
- Support the Learning and Development Officer to manage our online training programmes, including creating new courses and setting new staff up and ensuring the completion of all mandatory training.
- Co-ordinating training purchase orders and the learning and development budget
- Support with First Aid training and Induction training arrangements
- Managing the onboarding and induction of new work experience students
- Day to day ad-hoc administration including answering the phone, passport checking in TrustID, administering benefits including eye care vouchers, scanning documentation.
- Support of HR projects including staff survey, wellbeing week
- Support the HR Business Partner to co-ordinate the job evaluation process, managing diaries
- Able to support the Freedom of Information process by collating basic information from iTrent and knowledge of Business Objects reporting.
- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

**Dimensions of the role**

- An apprenticeship in Human Resources will give you great experience of business administration as well as the numerous support functions the team provide to staff in Waverley.

**Development  
(what you can expect to learn and what is expected of you in the course of your apprenticeship)**

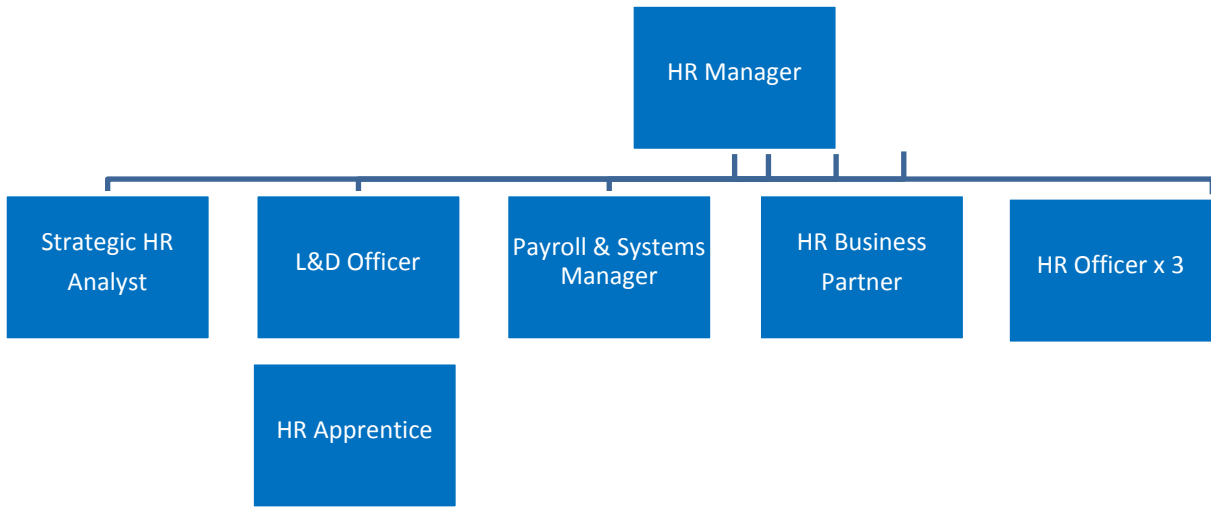
	What you can expect from Waverley	What Waverley expects of you
3 Months	<ul style="list-style-type: none"> <li>• To receive an introduction to and training in your role</li> <li>• To be part of a supportive environment</li> <li>• To be given training in relevant IT systems</li> <li>• To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>• To attend Apprenticeship Induction</li> <li>• To attend Council Induction</li> <li>• To be punctual</li> <li>• To show commitment to the diploma</li> <li>• To be courteous to other members of the team</li> </ul>
6 Months	<ul style="list-style-type: none"> <li>• To learn how to respond to a basic level of customer enquiries</li> <li>• To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>• To have a positive approach to learning</li> <li>• To deal with customers in a polite, friendly, helpful and respectful manner</li> </ul>
12 Months	<ul style="list-style-type: none"> <li>• To receive dedicated time set aside to work on your diploma</li> </ul>	
18 Months	<ul style="list-style-type: none"> <li>• Assistance with developing your CV and support with applications for positions both internal and external to the Council</li> <li>• To receive dedicated time set aside to work on your diploma</li> </ul>	<ul style="list-style-type: none"> <li>• Completion of the diploma</li> </ul>

**Customers and Contacts**

**Internal**  
All staff

**External**  
Recruitment, benefits and payroll providers

**Service/Team Structure**



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as **I** at the interview to be shortlisted for this role.

	Person Specification			
	Essential criteria	How Assessed	Desirable criteria	How Assessed
<b>Qualifications/ Education / Training / Experience</b>	Basic literacy and numeracy skills.	<b>I</b>	Maths, English and IT GCSE (or equivalent).	<b>C</b>
<b>Knowledge /Technical Skills</b>			Good understanding of Microsoft Office (e.g. Word, Excel, Outlook, PowerPoint).  Awareness of Safeguarding	<b>I</b>  <b>I</b>
<b>Communication</b>	Positive attitude when asked to complete tasks.  Good listening skills.  Able to understand others' points of view.	<b>I</b>	Experience of using a range of different communication styles in a voluntary or paid job (e.g. face-to-face, telephone, e-mail, letter).	<b>I</b>
<b>Customer Service</b>	Prompt in responding to inquiries.  Friendly and helpful.  Able to accurately record customers' requests.  Motivated to help resolve customers' problems.  Understanding of the importance of equality and diversity in service delivery	<b>I</b>	Experience of paid or voluntary work dealing with customers (e.g. as a receptionist, in a shop, bar or restaurant).	<b>I</b>
<b>Team Working</b>	Works with other people to achieve shared goals.	<b>I</b>	Experience of team working where you have achieved a shared	<b>I/C</b>

	Deliver the work asked of you. Treat everyone with respect.		goal (e.g. sports team competition, school project, Scouts/Guides badges etc.).	
<b>Managing self</b>	Reliable. Able to meet deadlines.	<b>I</b>	Experience of achieving assignment deadlines or helping to arrange an event or activity that had to run to time (e.g. school play/production, music event, school dance).	<b>I</b>
<b>Can do approach / Achieving results</b>	Takes pride in work. Responds to changing needs and circumstances. Keen to learn and develop skills.	<b>I</b>	Experience of making improvements to an existing project or starting something new (e.g. setting up a club or society or making changes to something in school or at work that has made something work better).	<b>I/C</b>
<b>Special Requirements</b>	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	<b>I</b>		

### How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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<b>Job title:</b>	Human Resources Apprentice	<b>Post no:</b>	AQ25
<b>Service:</b>	Policy & Governance	<b>JE score:</b>	N/A for apprentice
<b>Team:</b>	Human Resources	<b>Pay band:</b>	Apprentice Year 1
<b>Location:</b>	The Burys  Godalming,  Surrey GU7 1HR	<b>Position type:</b>  (if part time, working pattern)	35 Hours/ Five day week
<b>Competencies:  (level 1 – 4)</b>	Communication:	<b>1</b>	
	Customer Service:	<b>1</b>	
	Team Working:	<b>1</b>	
	Managing Self and Others:	<b>1</b>	
	Can do approach/Results	<b>1</b>	
<b>Reviewed By:</b>	Katy Meakin	<b>Date:</b>	15.7.2019
<b>Checked in:</b>	Human resources	<b>Date:</b>	
<b>Last Updated:</b>	Katy Meakin	<b>Date:</b>	15.7.2019