

**SCOTTISH ENVIRONMENT PROTECTION AGENCY
GENERIC JOB DESCRIPTION**

A JOB IDENTIFICATION

JOB TITLE	Assistant HR Officer
POST REF	FCS84335
PAY GRADE	Band F
REPORTS TO	Administration Manager (Matrix managed by Senior HR Advisor)
DIRECTORATE	Finance and Corporate Services
UNIT OR TEAM	National Administration
LOCATION(S)	Corporate Office
POST STATUS	Fixed term to March 2010 , parttime 14 hours per week Thursday and Friday weekly (7 hours)

B. MAIN PURPOSE OF THE JOB

To deliver a para-professional, accurate and customer focused HR support service within SEPA.

C. KEY AREAS OF RESPONSIBILITY

Key Areas of Responsibility

Summary

To carry out a range of complex administrative and para-professional activities within the HR Department thus enabling the HR Advisors and Senior HR Advisors to concentrate on providing HR advice for complex cases, corporate initiatives or for leading specific projects. This role will concentrate on providing a high quality HR service for particular Directorate, being the main point of contact within HR for staff at all levels within the Directorate. This role links the activities of the administrative staff and the HR professional staff, ensuring the quality and continuity of services through adherence to business processes and service level agreements (SLA).

Performance Management

You will undertake a range of tasks which are essential to the delivery of a high quality HR service. These include:

HR Helpdesk and Customer Advice

You will be responsible for dealing with customers on a regular basis. The HR department operates a service desk which provides a clear point of contact for customers and also enables enquiries and requests for work to be logged and assigned to the most appropriate person within the HR team. You will participate in the service desk roster where your role will be to log all new work that is received in the department; assess the nature of the enquiry/request; apply the correct SLA and assign that piece of work to the most appropriate person within the HR team. You will provide first line HR advice and support directly to customers wherever possible and this may include providing coaching to managers on the

routine application of HR policies, procedures and processes.

Maternity/Paternity/Sickness Absence, etc

You will be responsible for the administration of sickness absence, maternity leave, flexible working and other changes which may affect the employment contract and/or payroll and ensuring that appropriate and accurate documentation is sent to employees and payroll. You will check any medical certificates submitted, liaising with line managers and/or HR Advisor to clarify any issues identified. You will work with other members of the HR team to ensure all medical information is logged appropriately and timeously. You will calculate entitlement to sick pay and inform the HR Advisor and payroll team of potential reduced pay situations.

Recruitment

You will co-ordinate all routine recruitment activity and will be required to liaise with managers and external organisations. You will check post and authorise recruitment forms and advertisement details, raising any queries with HR Advisors and line managers; arrange advertising; provide support to other administrative staff with regards to arranging interviews and responding to enquiries; check and sign recruitment letters and ensure all pre-employment checks are completed and appointment paperwork completed correctly by management.

Payroll Information

You will ensure that all documentation necessary for payroll regarding new employees, employee changes and leavers is checked for accuracy and processed to the payroll team to deadlines. You will confirm the information on the relevant forms is correct, liaise with line managers to clarify details where necessary and discuss any problems identified with HR Advisors. You will also be responsible for ensuring that HR data provided to the Payroll department for input to the HR/Finance system (Agresso) is correct. You will complete the transfer of absence process from the Agresso system to meet payroll deadlines.

Data Management & Information Reports

There will be requirement to produce a range of reports for HR Management and key stakeholders on a routine basis and to deadlines and for the post holder to liaise with stakeholders to ensure reports are fit for purpose. You will be responsible for the maintenance and accuracy of the HR relevant data in the Agresso database. As part of the 1st line support arrangements you will be required to be able to communicate well with customers to extract relevant information and be able to keep accurate and precise records for case management and audit purposes. Some HR information requires to meet legislative standards and this role will be responsible for ensuring that those standards are met within an established framework. In addition you will be responsible for ensuring employee electronic and paper files are kept updated with accurate information and filed as per the department's filing conventions. You will also be responsible for ensuring that data is stored securely and safely to ensure that data is protected and confidentiality maintained at all times.

Staffing

You have no responsibility for staff, however you may allocate and check work on a daily basis within the HR support team. This would include working with others in the administrative support team so that tasks are prioritised and successfully completed to deadline and that work is appropriately handed over. There will be a need to provide an element of 'on the job' coaching or guidance, instructing staff in the correct way to undertake certain tasks and monitor the quality of work done.

Equipment

You have personal responsibility for the safe use of a desktop computer.

You are responsible for ensuring the security of equipment allocated to you and ensuring that you follow workplace systems in place within HR to ensure the safety of that equipment.

You will be issued with a key card giving access to the building during office hours and are responsible for ensuring the safety of this card and the appropriate use of it.

Finance

You will have no formal financial responsibility but will carry out administrative processes such as raising Purchase Order 's requisitions for advertising and recording the cost of the advertising into the appropriate database in order that others can monitor this information and report it .

Freedom to Act

You will be responsible for planning and organising your work over a period of days . You will also resolve situations and problems that you may encounter that are within your remit without any assistance and the need to escalate these.

Advice

You will provide consistent and accurate standard advice and information relevant to the areas of work you are responsible for, without the need to escalate these to HR Advisors or Senior HR Advisors . This will require you to be conversant with HR procedures and policies, as well as administrative and business work processes and to have an awareness of relevant legislation and best practice . You will be expected to involve HR Advisors or Senior HR Advisors when the level of advice required is of a more complex nature.

Impact

You will have most impact on your own work and that of your immediate colleagues , but in addition to this your role will extend across your customers within SEPA including both staff and management . Dealings with external individuals and organisations are likely to be on a one to one basis.

D. DIRECT REPORTS

None.

E. KNOWLEDGE AND TECHNICAL SKILLS , QUALIFICATIONS & EXPERIENCE REQUIRED

Indicates the type of knowledge and skills essential or desirable to do this job and the level required using the indicators below.

- (1) Significant expert knowledge -Expert
- (2) Specialist knowledge -Advanced
- (3) Routine but detailed knowledge -Standard
- (4) Broad understanding -Basic
- Or not applicable (N/A)

Type of Knowledge/skills (please specify detail below under broad headings)	Essential	Level	Desirable	Level
Administrative Namely: Standard experience within Administration including knowledge of good practices and the ability to plan and produce work accurately and effectively by utilising your strong organisational skills .	Yes	3		
Human Resources: Namely: You will either have a sound	Yes	4	Yes	3

knowledge of HR policies and procedures and general HR legislation in order to be successful. A more detailed knowledge of relevant HR best practice and legislation is desirable.				
<p>Skills:</p> <p>Namely:</p> <ul style="list-style-type: none"> • Manual Skills – ability to safely carry out adhoc lifting as required in an office environment during the filing and general administrative processes. • Keyboard skills – you will require to be able to regularly use a keyboard for typing both accurately and quickly, touch - typing will not be essential but would be advantageous in this role. • Numerical – you will require to be able to carry out tasks where basic arithmetic is employed, e.g. to do and check simple calculations on return to work after maternity, pro rating annual leave and salaries for individuals whose hours of work have changed, calculating sickness and pay entitlements • Literacy – you will require to have standard literacy skills enabling you to produce documents where accurate spelling and punctuation is essential. The quality of these documents will be important and you will have an innate ability to identify inaccuracies relating to punctuation, spelling and grammar. • IT - You will require to use MS packages including Word/Excel and in addition you will require to build a working knowledge of Supportworks software and the HR Agresso, and Recruitment databases in order to input data and use them to enable you to carry out the functions of your role. <p>Use of Excel at a more advanced level desirable.</p> <p>Use of HR databases and/or a helpdesk system desirable</p> <ul style="list-style-type: none"> • Process Management – you will require to administer certain well defined tasks such as a recruitment campaign in 	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>4</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>	<p>Yes</p> <p>Yes</p>	<p>2</p> <p>3</p>

accordance with the procedure, where accuracy, attention to detail and good organisational skills are essential.				
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Type of Qualification	Essential	Desirable
Indicate the area and level of qualifications (if any) essential or desirable to do this job		
Pre-degree level qualification - HND, SVQ4, NQF4 in relevant subject or equivalent relevant experience	Yes	
Certificate in Personnel Practice		Yes

Type of Experience	Essential	Length	Desirable	Length
Indicate the type and likely length of experience essential or desirable to do this job				
Administrative	Experience in an administrative, customer focussed environment.	1-2 years, not necessarily post qualification	Experience within an HR environment. Experience providing a support service in a multi-site, multi-disciplined organisation	1-2 years not necessarily post qualification.

F. MENTAL SKILLS

<p>Information Environment</p> <p>You will be required to understand all aspects of the customer/client relationship within your area of work, and within the areas of work that your wider team operate in. You will require to have good communications skills in order to understand your customer requirements and relay to your customer any information that may be relevant in relation to this.</p> <p>You require a understanding of the procedures that operate within the organisation including the work instruction and guidance that operate within the organisation particularly within the HR department.</p> <p>You require a n understanding of the business processes that operate in SEPA particularly those that originate from the HR function.</p> <p>You will have a working knowledge of good practice guidance within an HR function and be able to use this to provide first level support across the different SEPA business functions. This includes a basic knowledge of the legal framework in which HR operates and advises within.</p>
<p>Role Complexity</p> <p>You will carry out a range of more complex administrative and first level support tasks within the HR department, these tasks will be within a defined framework so you will require to be able to operate effectively in this sort of environment. You will be required to understand the defined processes which operate in order to ensure that the quality of the HR service is maintained and delivered. You will work with a wide range of HR administrative and support tasks in an environment where there can be interruptions and difficult to concentrate on a</p>

specific task from beginning to end. You will deal courteously and effectively with regular enquiries from customers either via the telephone, or on a one to one basis through drop ins to the department. There will be a regular pattern of work due to the number of routine functions the HR department support e.g. recruitment campaigns, monthly payroll deadlines. You will typically actively plan work on a weekly basis driven by the priorities within the HR support team.

Creativity&Innovation

You will work within a process driven environment using defined processes and procedures which are required in order that HR can deliver a consistent and efficient service. On this basis your work will tend to be within a well defined framework. You may from time to time work with other members of the HR team or cross-functional groups on projects to improve service delivery.

G. COMMUNICATIONS AND KEY WORKING RELATIONSHIPS

Internal

In the main the majority of your communication will be with managers and staff across SEPA, extending up to Senior Managers within the business. Communication will be generally standard and frequent covering a variety of information relating to your area of HR support. Standard communications formats, such as email and verbal communication will be normal. You will deal with sensitive information and confidentiality in all communication is essential. The issues that you may communicate are sensitive and if not well communicated may lead to some upset, on this basis you have to be confident in communication, articulate and be able to deal with some minor conflict resolution. There will be a need for you to employ your skills in some less standard situations where a degree of empathy is required.

External

You will liaise with individuals external to the HR department especially in relation to recruitment enquiries. In addition you will deal with suppliers of HR services including occupational health professionals and advertising services.

Type of Communication (please specify detail below under broad headings)

Written communication

You will regularly be required to communicate using email and pre-formatted letters or drafting brief memos etc. In addition to this, on a regular basis you may also be responsible for producing Statements of Main Terms and Conditions and other routine documentation and/or amending template documents when required. You will frequently be quality assuring and checking documentation produced by others to ensure levels of accuracy are maintained to the level expected of a professional HR service.

Environment

You will work in an office environment to carry out your duties. There will be a requirement from time to time to walk between buildings in order to attend meetings. You will require to use a VDU for a significant proportion of your duties, and also carry out repetitive activities such as keyboard work.

This post will be carried out during normal working hours.

SALARY:

The salary band for this post is Band F, £19,686 to £22,165, prorata, starting salary will be on the base of the salary grade, £19,686.

FURTHER INFORMATION:

This post will be advertised **internally and externally**

To apply for this post please submit your **completed SEPA application form** quoting the following post reference : **FCS84335**

Application forms must be received by 17th July 2009

Interview will be held on 6th August 2009

Successful applicants will be asked to provide a Basic Disclosure Scotland Certificate (Not applicable to existing SEPA employees).

Certain positions within SEPA may also require the successful candidate to undergo additional Security Clearance for posts involving access to sensitive information.

Please note that late applications will not be considered. It is the responsibility of the applicant to ensure that they submit their details in a legible and/or decipherable format to SEPA's HR Department by the deadline.

Electronic applications that are indecipherable will not be considered, although every effort will be made to contact the applicant to allow them to resubmit.

Please be aware that as SEPA's selection process is conducted on an anonymous basis, CV's and covering letters will not be included in the information submitted for shortlisting. Please ensure that any specific or relevant information you want considered is included in your application form.

Internal candidates wishing to be considered for this post on a secondment basis must discuss this with their line manager prior to applying.

To apply please go to the address below to download the relevant application form from our website :

<http://www.sepa.org.uk/vacancies>

Then send your completed form to:

recruitment@sepa.org.uk

OR

Recruitment
SEPA Corporate Office
Erskine Court
Castle Business Park
Stirling
FK94TR

For details about SEPA and all current vacancies please visit: www.sepa.org.uk

Applicants with a disability can request descriptions and application forms in Braille, large print or on tape; and applications may be submitted on disk or in an alternative format. Please contact HR at the address outlined above or telephone 01786 452555.