



## Context Sheet to accompany generic role profile

Associated role profile:	A2 Business Support Assistant
Department:	HR Service Team, Human Resources
Additional Information:	This role has an integral part within the HR Service Team providing administrative support for a wide range of Human Resources procedures and being the first point of contact for all HR enquiries from internal and external customers. The post holder will be working with staff of the following grades - A1, apprentices, A2s, A3s, A4s and an A5.

### Scope of activity

- Deliver administration for a wide range of HR processes.
- Answer incoming calls from internal customers and external customers and log details of the calls where needed. Take ownership of the queries and see them through to a satisfactory resolution.
- Update and research information held on all of the systems we use within the HR Service Team – Microsoft office products; outlook, word, excel , Resource Link (main HR System), Customer Relationship Management System (Microsoft product) and our on line recruitment system – WCN.
- Maintain contact with customers to ensure they are kept up to date at all times.
- Participate in team meetings to suggest improvements for processes, customer service and working practices within the whole team.
- Assist with training other team members.
- Manage own workload with minimal supervision and raise any problems/concerns to line managers. The workload will consist of a variety of tasks and will need re-prioritising continually.
- Work as part of a large team, understanding the expectation that you may need to be involved in processing/ownership of any of the work within the team.
- Deliver excellent customer service to all customers.
- Work to Key performance indicators and customer service standards which have been agreed by the HR department.

**Please note that this list is designed to assist the post holder with a greater understanding of what is expected within the role. Hertfordshire Constabulary may ask the post holder to undertake other duties as required which are not necessarily specified above but are commensurate with the grade of the post. It may be amended from time to time within the scope and general level of responsibility attached to the role.**

### Training Requirements

The post holder will be expected to undertake necessary training/coaching in accordance with the role.

- Complete the online corporate induction programme and related Computer based training packages.
- Resourcelink (main HR system) \*
- On line recruitment system – WCN \*
- Customer Relationship Management System (CRM) \*
- Customer service training \*

\* These training requirements are delivered by members of the HR Service Team.

### Any other General Requirements/Scope

- Keyboard Skills and experience of using Microsoft office products
- Experience of working in an administrative role
- Experience of operating a range of office equipment including, fax, photocopier and scanner.
- Will be required to work from 8am to cover opening hours on a rota basis. The core working hours are 08.30 to 17.30 – Mon to Thurs and 08.30 to 16.30 – Fri.



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- Pass the required vetting level.
- Pass the medical requirements of the organisation.