

Job description

Post title: Human Resource (HR) Support Apprentice
Service area: HR Customer Delivery
Grade: London Living Wage - £21,809 per annum (35hpw)
Reports to: HR Customer Transactions Manager
Your team: HR Customer Transactions
Number of supervisees: Not Applicable

Our ambition

We're determined to make Islington more equal. To create a place where everyone, whatever their background, could reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused, and supported to give their very best.

We want to build an organisation where employees feel valued, inspired, and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a more equal borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a more equal borough for all. To do this, we need to set the example by being a fair employer and creating a workplace environment which is free from discrimination, racism, and inequality. Our approach needs to be proactive, consistently learning to create a more equal workplace and foster a culture which empowers all staff to challenge inequality.

Equality is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

Apprenticeship programme

Islington Council offers a wide range of high-quality apprenticeships. Alongside your job, you will complete a nationally recognised apprenticeship training course. On the job you will gain experience and skills required for your apprenticeship discipline. You will join the HR Customer Transactions team to support them to deliver HR Advice and Support to our staff and customers.

Key responsibilities

1. Undertake a development programme leading to a Level 3 [HR Support Apprenticeship](#) qualification.
2. Use the dedicated time given to complete studies and coursework.
3. Actively participate in your own development. This includes carrying out duties of your role and completing coursework within agreed deadlines.
4. With supervision to develop skills and experience in:
 - a. **HR Functions** – Undertake placements including HR Query Management, DBS, HR Advice (Payroll and Processing) and Onboarding (Recruitment)
 - b. **HR Systems and Processes** – Understanding and using our systems, tools and processes to maintain accurate and compliant HR Records.
 - c. **Customer Service Delivery** – Responding to a range of HR queries and requests from staff, and providing solutions, advice, and support as required.
 - d. **Problem Solving** - Using questioning and active listening skills to understand customer enquiries, before responding with a solution.
 - e. **Communication and interpersonal skills** – Interacting and building professional relationships using a range of communication methods, including face to face, email and telephone.
 - f. **Data and Confidentiality** – Handling sensitive HR situations professionally and confidentially. Seeking advice and escalating where appropriate.
 - g. **Team working** - Maintaining good working relationships with team members, other council departments and external agencies to achieve results.
 - h. **Data handling** - Maintaining electronic records on our systems, including DBS, employee records, and queries, and creating reports where required.
 - i. **Legislation and regulations** - Understanding HR legislation, GDPR and our HR policies to support you to carry out work.
 - j. **Process Improvement** - Collaborating with the team to provide suggestions for service enhancements, and implementing HR changes/projects.
5. Support the team to ensure that all documents are stored and accessible on HR systems.
6. Constructively take part in meetings, supervision, seminars, and other events designed to improve communication.
7. Use information technology systems to carry out duties in the most efficient and effective manner.
8. Achieve personal performance targets, as agreed by your line manager.
9. Carry out duties and responsibilities in accordance with the Council's customer care standards.
10. Be committed to the Council's ambitions and CARE values (see above).
11. Undertake other duties compatible with your learning and development as required.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Budget responsibilities

Not applicable

Work style

Office-Based – Subject to agreement from management and work demands, you will on occasion work from home.

Person specification

You should demonstrate on your application form how you meet the criteria below. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Qualifications Human Resource Support Apprentice

Essential criteria	Criteria description	Assessed by
1	Interest and motivation to work and obtain a Human Resources Support Apprentice Level 3 qualification	Application/Interview
2	Ability to meet the course entry requirements. <ul style="list-style-type: none">• Pass the course entry assessments for example in Maths and English	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
3	Ability to communicate effectively	Application/Interview
4	Ability to work as part of a team	Application/Interview
5	Ability and willingness to follow instruction and learn new tasks.	Application/Interview
6	IT skills and ability to learn new systems.	Application/Interview
7	Ability to adapt successfully to change.	Application/Interview
8	Excellent time management skills.	Application/Interview
9	Ability to maintain confidentiality.	Application/Interview

Special requirements of the post

Essential criteria	Criteria description	Assessed by
10	Meet Islington Apprenticeship eligibility criteria: <ul style="list-style-type: none">• Islington resident or• Islington care leaver or• Islington school leaver in the last 12 months	Application

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

