



THE ROLE

HR Support Advisor

Department: HR & Organisational Development
Role Code: HR07
Grade: 5
Responsible to: HR Support Lead
Date Revised: January 2020

Job Purpose:

To provide a comprehensive HR administration and support service, enabling Essex County Fire and Rescue Service (ECFRS) to plan, recruit, retain and respond to all workforce issues. As the first point of contact for queries coming into the department provide information and first line advice to managers, employees and volunteers on basic HR issues.

Main Duties and Responsibilities:

Provide high quality, customer focused and timely advice to all HR related queries.

- Ensure all calls and enquiries are responded to within an appropriate timeframe maintaining full and accurate traceability onto the relevant system, actioned and closed. Escalating complex queries to other members of the HR Team as and when required to ensure appropriate actions are taken.

Responsible for dealing with HR related administration of key transactional processes throughout the employment life cycle in accordance with ECF&RS process, legislation and KPI's

- Input all new starters' information accurately to HR system by payroll deadline. Issue all new employee documents.
- To process all contractual changes and transactional tasks as soon as reasonably practical ensuring that payroll deadlines are met and that written correspondence is received within a timely manner.
- Conduct maternity / paternity leave and career breaks meetings and process within guidelines.
- Conduct exit interviews recording information, processing of forms e.g. GC93's
- Pension opt in / outs - action requests before next payroll close and issue information to relevant stakeholders.
- Freedom of Information / data access requests, respond to within deadline.

Responsible for ensuring relevant HR systems are regularly maintained and updated in line with HR process and data protection legislation.

Role Profile

- Daily – accurate inputting of data to CIVICA, action tickets in Cherwell and production of daily reports, ensuring all employee records are maintained accurately and updated operating systems in an audit ready status at all times.
- Annual – System upload of annual leave quotas, data cleansing exercise
- Ad hoc – Testing and implementing changes to CIVICA and Cherwell with ICT to meet changes in process or legislation or to enhance the system.
- Filing, scanning and archiving clearing on a daily basis.

To undertake any other duties within your skills competency

- Participation in On Call Assessment days as and when required
- Participation on interview panels as and when required
- Represent the team at meetings / workshops as and when required
- Assist Senior HR Advisors with casework and notetaking
- Any other duties commensurate with the responsibilities and grading of the post

Ensure continuous improvement of role and development of self

- Work with Payroll colleagues to agree and improve processes
- Ensure active and constructive participation in Personal Annual Review
- Ensure up to date with relevant changes in employment law and corporate communications
- Maintain Continuous Professional Development
- Constantly look for opportunities to improve HR transactions by actively contributing at regular HR meetings.
- Actively raise improvement suggestions with Line Manager as and when.

Positively contribute to a safe work environment ensuring compliance with Health and Safety, Risk Management, Business Continuity and Safeguarding policy and procedure. Protect all personal information in adherence with the Data Protection Act 2018.

- Complete all mandatory Health & Safety, Safeguarding and Data Protection training and refresher courses
- Raise any non-compliance issues with Line Manager