Role Title	HR Data and Administration Support Officer
Job Family	Culture & Workforce
Competency Level	All Colleagues
Scale	Scale6 / SO1 (indicative)

Purpose

The purpose of this role is to provide efficient, professional administrative and data support to the HR team, with a focus on coordinating the job evaluation process, delivering accurate HR data and reporting, and supporting general HR team tasks to ensure smooth and effective service delivery.

Role Accountabilities	End Results/ Outcomes
Communicate effectively with internal and / or external customers / service users. Provide information and resolve problems, within scope of role, escalating to line manager as required.	To provide a high standard of service that is courteous, approachable and helpful; advising, supporting and resolving issues. This will involve receiving and handling enquiries over multiple channels. Relevant, accurate, understandable and timely information is provided at all times. Resolve product or service problems by clarifying the need; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution. Take a proactive approach to problem solving, focused on resolving issues including providing guidance to prevent future issues occurring. Prompt, professional responses to internal HR queries related to role. Communicate timelines, processes and deliverables clearly to all stakeholders in an effective and timely way.
To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.	Build sustainable relationships of trust through open and interactive communication. Take a continuously curious approach to services delivered, always seeking to identify, suggest and implement enhancements and improvements. Liaise with key stakeholders and make use of feedback received and shared.

	Provide data to support interrogation of areas of improvement, through accurate and timely data management.
Organise and maintain records and documents using the appropriate council process / system.	All documents, correspondence etc are recorded, distributed and processed correctly within agreed timescales. Up to date records / information are maintained,and are well organised and accessible. Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others. Seek to use digital methods wherever possible. Ensure access to and version control of documents and resources is well-maintained and monitored frequently.
Create documents, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Provide advice and guidance on processes and procedures including communicating SOPs (standard Operating Procedures). Reports are accurate, complete and meaningful. Develop appropriate skills for various systems, taking responsibility for self-development and participating in training and development. Share knowledge gained with others. Ensure attention to detail in developing all documentation. Monitor, measure and report on performance and service issues.
Utilise system information to ensure work is delivered and prioritised in order. Develop system and other tools to support delivery of work.	Manage workload efficiently, escalating as required. Create and change forms and processes as required to improve delivery. Develop system forms to enable customers to request services and self serve. e.g. building and developing Hornbill forms, or spreadsheet logs. Write, collate and test SOPs (standard operating

	procedures) for processes delivered.
Process expenditure requests, HR-related purchase orders and invoices, handle payments and expenses claims and other financial administration as necessary.	Accurate, complete and meaningful information is recorded in the correct format. Potential errors / issue are identified and resolved or escalated in a timely manner. Seek to ensure no cash handling occurs, escalating as required.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	To be responsible for self-development and to participate in training and development. A positive image of the Council is promoted at all times. To work flexibly across a variety of locations and departments where required. All policies and procedures are complied with.
Job Specific Accountabilities	**End Results/ Outcomes**
Job Evaluations Process	
Co-ordinate the Job evaluation process, ensuring teams stick to timelines and issues are raised in a timely fashion.	Job evaluations are led and coordinated in full compliance with organisational policies and relevant frameworks. All required documentation and procedural steps are completed accurately and submitted within designated timeframes. Progress is effectively tracked against agreed timelines, with any delays or issues identified and resolved proactively. Management and union representatives receive clear, consistent communication through regular updates throughout the job evaluation process.

Hornbill Support	
Maintaining an up-to-date and effective Hornbill rota to ensure consistent staffing levels and support operational continuity, including making adjustments as needed to meet service requirements. Responding promptly and accurately to general queries, providing clear information or guidance, and escalating issues when necessary to ensure timely resolution. Assigning service tickets to the appropriate team members based on expertise and workload, ensuring efficient resolution and balanced task distribution.	The Hornbill rota is effectively coordinated and managed to ensure consistent staffing levels and operational continuity. General queries are responded to promptly and accurately, providing appropriate information or guidance as required. Service tickets are delegated efficiently to the appropriate team members, ensuring alignment with individual expertise and current workload.
Data and Analytics Support	
Strong focus on data gathering and analysis to support day-to-day decision making. Sourcing data from Oracle, ensuring that all data measurements are accurately recorded, and providing accurate, complete, relevant reports for both internal and external use. All data recorded and stored in line with compliance national standards and can be shared, as appropriate, with other agencies. Prepare and analyse data to produce intelligence and insights about council services and the borough.	Deliver timely, data-driven insights that support effective operational and strategic decision-making, improving service efficiency and resource planning. Ensure the integrity of organisational data by accurately sourcing, recording, and reporting information from Oracle, producing high-quality reports that meet both internal needs and external reporting requirements. Maintain full compliance with data protection and regulatory standards by securely recording and storing data, enabling safe and appropriate data sharing with partner agencies where required. Issues with data quality are identified, assessed and reported as necessary. The postholder understands their responsibility for data security and data protection and complies with all relevant policies and procedures.
Contribute to the delivery of Data Analysis projects and initiatives.	Assigned actions are completed successfully and in co-ordination with the work within the project. Progress on the implementation of plans is made known to managers in the service. Evaluation of programmes and projects is informed by input from the postholder.

	The postholder develops their skills in data analysis
Staff Benefits	
Monitor on a regular basis for new staff sign-ups to Employee Benefits scheme and upload details on to supplier database Act as main point of contact for any employee benefit queries, liaising with our primary employee benefit suppliers as and when required Undertake co-ordinator role for the Council's electric vehicle scheme, approving new applications and supporting with monthly invoice	Ensure timely and accurate processing of all new employee benefit sign-ups, maintaining up-to-date supplier records to enable seamless access to benefits and support compliance with supplier agreements. Provide effective first-line support to employees on benefit-related issues, resolving queries efficiently or escalating to suppliers when necessary, resulting in high employee satisfaction and improved engagement with benefits. Deliver effective coordination of the electric vehicle scheme by reviewing and approving new applications and ensuring accurate monthly invoicing, contributing to the Council's sustainability goals and staff participation.
Trade Union and CPD Meeting Co-Ordination	
Assist in coordinating meetings and communications with trade union representatives and for CPD sessions, including scheduling, room bookings, and distribution of agendas and materials. Attend union-related meetings as required, taking accurate and impartial minutes. Document key discussion points, decisions, and agreed actions, and ensure timely circulation of meeting notes to relevant stakeholders. Support the follow-up and tracking of action plans arising from union meetings, ensuring deadlines and responsibilities are clearly recorded and monitored.	Ensure the smooth and professional coordination of union meetings and CPD sessions by effectively managing schedules, room bookings, and the distribution of agendas and materials—contributing to constructive and well-organised union engagement. Provide a reliable and objective record of union meetings by capturing accurate, unbiased minutes, supporting transparency and trust between management and union representatives. Ensure clear communication and accountability by documenting and circulating key meeting outcomes in a timely manner, enabling all stakeholders to remain informed and aligned. Maintain momentum on agreed actions by tracking responsibilities and deadlines, ensuring that follow-up tasks from union meetings are monitored and progressed efficiently.
Note taking for HR meetings	Accurate and impartial notes are taken during HR meetings, capturing key discussion points, decisions, and agreed actions. Meeting notes are clearly documented and circulated in a timely manner to relevant stakeholders, supporting transparency, accountability, and effective follow-up.

Nature of Contacts
Typically involves supporting or guiding internal customers May involve direct contact with members of the public including dealing with challenging situations where influence may be needed. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Deal with people at all levels confidently, sensitively and diplomatically.
Procedural Context
Acts within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures. Comply with all Council policies and procedures. Information and analysis prepared by the postholder is used by members, officers and partners to inform the prioritisation, planning, delivery and evaluation of Council services.
Resourcing
Budget Responsibilities**:** Nil Supervisory Responsibilities: Nil
Knowledge, Skills and Experience
• Experience of having worked in a fast paced, customer focused environment. • Good knowledge and application of IT systems and software packages. • Ability to work with minimum supervision, using problem solving skills and initiative to provide a customer focused service. • Excellent levels of literacy and numeracy. • Ability to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others. • Ability to deal diplomatically and confidentially with a wider range of customers both internally and externally. • Ability to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team. • High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times. • Strong time management skills. • High level of flexibility, a positive attitude and ability to adapt to changes. • Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements. • Clear communication skills. • Ability to build strong relationships. • Goal-oriented focus with the customer in mind. • Knowledge and experience of basic data analysis tools, such as Excel.

• Previous experience in data exploration and analytics. A keen interest to learn data analysis techniques such as statistical modelling, natural language processing and more.
Indicative Qualifications Educated to A-level or equivalent, preferably with a least one relevant subject or related discipline (e.g. ICT, Maths, Economics, Science) Minimum 5 A*-C (incl English and Maths) at GCSE, or equivalent Relevant NVQ Level 2 or 3 qualification

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities, which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular reviews and the Council reserves the right to amend or add to the accountabilities listed.