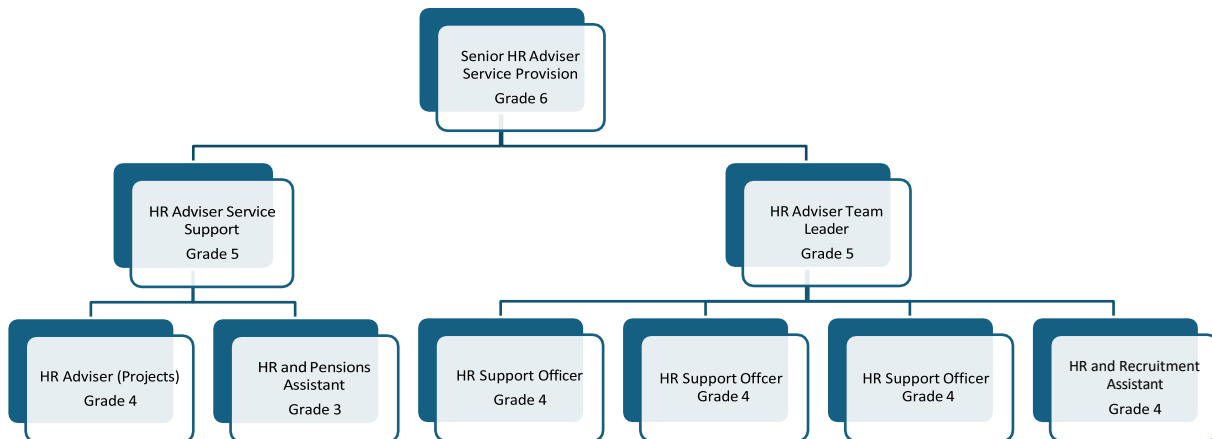


Job Title:	HR Support Officer		
Post Reference		Temporary/Permanent	Permanent
Grade:	4	Hours:	37
Reports to:	HR Adviser (Team Leader)		
Line Management responsibilities: (Direct and Indirect)	None		
Directorate/ department:	Support Services, HR Team		
Location:	Service Headquarters		
Politically restricted:	Yes <input type="checkbox"/>		No <input checked="" type="checkbox"/>
Level of DBS Check Required	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input type="checkbox"/> Enhanced (with barred Child) <input type="checkbox"/> Enhanced (with barred Adult)		
Main Purpose of the Job:			
<p>The main purpose of the role is to ensure an efficient and effective HR and payroll service, and to provide strong customer focused advice to HR queries and casework, based on service policies, own research and knowledge.</p> <p>The HR Support Officer will be responsible for all day-to-day and frontline HR queries are dealt with in a timely manner, working closely with the wider HR Team. The post holder has discretion to operate within the policies and procedures specified, employment legislation and under the guidance from HR and Resourcing & Development managers within the department.</p> <p>The HR Support Officer will undertake and support staff recruitment, redeployment and retention processes in accordance with the RBFRS's policies and procedures. The HR Support Officer will work to make improvements to HR initiatives, working with the wider HR Team and additional teams across the service.</p> <p>The role will provide support and advice to managers on a range of queries and HR cases in accordance with the RBFRS's policies and procedures including all starters and leavers and contractual processes.</p>			



Main Duties and Responsibilities

Recruitment and Onboarding:

- Support and advise hiring managers with their recruitment and onboarding queries.
- Ensure practices meet legislative requirements and that procedures are up to date in line with Policy changes.
- Prepare offer letters and employment contracts.
- Manage and conduct all aspects of the onboarding orientations for new hires.
- Engage with Line Managers and others to ensure timely onboarding of the new starters.
- Manage the DBS checking process ensuring completion for all employees, contractors (where necessary) and volunteers. Ensure other security checks are completed and provide assurance of accuracy and analysis of issues and data, as required by Senior managers.

Employee Records:

- Create and maintain accurate and up-to-date employee records, held within both the manual and electronic HR and payroll systems.
- Creation and maintenance of employee records to ensure awards, increments, and Continuous Professional Development, Re-grades and Additional Responsibility Allowance payments are made.
- Responsible for ensuring employees are set up correctly on internal and external platforms such as Benenden, Payroll, Occupational Health, Webrecruit (at onboarding stage), FireWatch, DBS, Right to Work Checks, and compliance with Safer Recruitment.
- To create, maintain and update electronic employee records, including casuals, Fire Authority and contractors. To provide assurance through periodic review that records are accurate. To provide this assurance as part of other data collection exercises as required.
- Ensure Siren pages are up to date, ensure the most accurate information is available to

all staff.

- Manage archive storage for all ex-employees in order that information can be swiftly and efficiently retrieved from manual and electronic records in line with legislation and retention requirements.
- Update all HR records for individual employees throughout the employment lifecycle. Ensuring timely and accurate completion of lifecycle activities through working in an extremely organised manner.

Benefits Administration:

- Administer and resolve queries regarding employee benefit schemes including pay, pensions, relocation expenses, car provisions, and cycle to work, through payroll instructions and creation of contracts.
- Produce reports as required.

HR Operations:

- To investigate, advice and record HR queries received in the HR Department by maintaining the HR inbox queries. To look at improvements to process based on frequently asked questions to build efficiencies within the team. To advise and empower managers to deal with queries.
- To collect post, answer the sickness and the HR phone within the department, dealing and advising on a range of HR queries.
- Subject Access Requests
- Stay Updated on HR Practices and Legislation:
- Lead and or support Adhoc HR project work/activities.
- Meet all agreed service levels targets for HR processing activity, ensuring that tasks are completed accurately.
- Entering and providing information as appropriate in accordance with General Data Protection Regulations.
- Ensuring confidentiality, professional integrity and discretion is always maintained as well as ensuring this is maintained by managers and employees in various scenarios.
- Support and inform the preparation of HR reports, conduct data analysis and present information and recommendation to working groups where applicable.
- Coordinate with other departments to ensure smooth HR processes.
- To contribute and support the external and internal audits.
- Undertake job evaluation.

Employee Relations:

- Provide advice on employee relations activities, such as resolving frontline employee and line managers queries. This would be in accordance with Service Policies and Procedures and employment legislation.
- Provide advice and guidance to managers on probation, discipline, grievance, performance

management processes and acts as an adviser for investigations and Hearings as appropriate.

- Take the initiative and responsibility to research and understand new employment legislation in order to provide accurate advice.
- Provide guidance and advice to managers, staff and applicants, on the interpretation of national and local conditions of service, HR and payroll matters.
- Responsible for providing advice on and administering changes to Terms and Conditions of Employment, ensuring all correct processes are followed in line with HR policies and procedure.
- Manage and monitor the process for sickness absence, including recording of all sickness absence on the HR electronic system, ensuring up-to-date GP fit notes are provided, ensure FireWatch is correct to minimise impact on crewing, provide advice on dealing with sickness absence to Line Managers and liaise with line managers and the Occupational Health, elevating complex case work as appropriate.
- Provide support for employee engagement initiatives such as award ceremonies.

HR Processes:

- Regular review of HR processes and procedures.
- Ensure compliance with policies and legal regulations.
- Contribute to the development and implementation of HR initiatives.
- Analyse data from reports, and ensure the monthly task log is followed as directed by the Head of HR&L&D, HR Manager, HR Advisers or other senior managers in the organisation.

Stakeholder Engagement:

- Collaborate with key stakeholders, such as managers, employees, and external vendors, to gather input and ensure alignment on HR processes and initiatives.
- Communicate effectively with stakeholders to keep them informed and address any concerns.

Pension and Payroll:

- Ensure that the external Payroll and Pension administrators are advised of any changes to pay, or pensions and all system generated pay or pension change reports are uploaded, ensuring agreed timeframes are met.
- Prepare and upload all third-party pensions and payroll requests for information (e.g. CMS/ Finance information requests / Third party deductions) in line with agreed process.
- Setting up purchase orders for suppliers and processing invoices, ensuring the relevant approvals are obtained using the Finance system.

Personal Specification

Qualifications and training	On recruitment	After Training
2 years relevant experience working within Human Resources.	X	
CIPD Level 5 or working towards	X	

Knowledge, skills and experience	On recruitment	After Training
Computer literate e.g. Ability to produce mail merge letters, use Databases, intermediate in Excel and experience of all applications within Microsoft Office	X	
A Good understanding of current employment legislation	X	
Knowledge related to relevant RBFRS policies and procedures including those relating to data protection and confidentiality		X
Ability to work within a team	X	
Excellent verbal and written communication skills	X	
Ability to listen to, and empathise with others	X	
Resilient during times of high pressure and workload.	X	
Ability to organise and prioritise work	X	
Respond and follow through with obligations	X	
Accuracy and good attention to detail	X	
Good interpersonal skills, able to clearly express oneself and engage with people at all levels	X	
Drive to bring about change and improvement	X	
Self-motivated and enthusiastic with a willingness to face new challenges	X	
Knowledge of Conditions of Service affecting employees		X
Previous experience working with HR systems	X	

RBFRS Behaviours

RBFRS Behaviours are contextualised into 4 levels. The level this role operates within is identified below

- Leading Yourself
- Leading Others
- Leading the Function
- Leading the Service

Personal Impact	<p>Comply with all finance and procurement policies, procedures and practices, demonstrating the highest levels of integrity at all times. Adhering to the RBFRS code of Conduct and related policies.</p> <p>Take responsibility for your own performance (including personal fitness) and participate positively in development activities.</p> <p>To embrace and work with the team to drive it forward.</p>
Working Together	<p>Promote and adhere to the Service's policies on equality and fairness, Value the contributions of a diverse workforce and respond to the different needs of individuals and group. Ensuring familiarity of Safeguarding Policy and practice. Contribute to the development of others.</p> <p>To be an ambassador for the service, taking pride and responsibility for the work done and to encourage others to do the same.</p>
Service Delivery to our communities	<p>Treat members of the public with respect.</p> <p>Respond to the different needs of individuals and groups within the organisation and in the community.</p>
Organisational Effectiveness	<p>Uphold and promote the values of RBFRS complying with the required standards of conduct, integrity and behaviour.</p> <p>Demonstrate commitment to helping the service achieve its corporate commitments and vision.</p>
Safety and Wellbeing	<p>Practice and promote the Services policies to support the health and safety of themselves and their colleagues and anyone else who may be affected by their actions.</p>

Profile prepared by:	Samar Campbell		
Approved by:	Emma Scott		
Profile Effective from:	February 2025	Last reviewed:	February 2025
Post holder name		Signature	
		Date	