



## HR Operational Business Support Officer

**Salary:** Band 5, £26,473 to £28,239 per annum

**Contract:** Full-time / Permanent

**Hours:** Full time (37 hours per week)

### The Service

HR departments comprising of; HR People Centre (HRPC), Recruitment, Employee Relations (ER), HR Information Systems (HRIS), HR Business Partners (HRBP), HR Strategy, Pay and Organisational Development, Temporary recruitment agency and Learning and Development (L&D) who support key corporate and operational functions for Portsmouth City Council's Employees'.

The HR Operational Business Support Officer is a recently created role that will have opportunity to support all teams within the HR provision ensuring our high standards of customer support are adhered to. This will be a key role to support operational functions in HR.

### What is the role?

You will provide high quality administrative support with a pro-active can-do attitude and will be based initially within the Learning and Development team reporting to the Operational Training Manager. A core aspect of the role is supporting the training provision, Apprenticeship Team and Learning Management System 'Learning Portal' for Portsmouth City Council. Additional support tasks across all HR departments make this a rich and varied role.

To enable effective collaboration the role is predominantly office based.

*Further responsibilities will include but will not be limited to;*

- Providing IT and administrative support to the HR department and team members with their activities as required.
- Course and event management requirements for corporate training and events i.e. bookings and attendance reporting as required.
- Assisting with the creation of new or the review of existing processes and projects.
- Training equipment/resource monitoring with regular audit and performance review to ensure provision for required courses.
- Facilitating a workflow for placing orders for goods and services and co-ordinating the payment of invoices.
- Providing excellent customer service to PCC staff and external customers in written form, on the telephone, by email and face to face.

- To be a point of contact for customers of all the HR departments including, Trainers and training delegates.
- To interpret customer issues and problems and provide timely solutions.
- Data reporting using Excel spreadsheets and monitoring.
- Administering the collection and presentation of service performance information.
- Supporting contract requirements using systems such as docu-sign.
- Printing of reports / documents for meetings and training sessions.
- Carrying out all necessary word processing, spreadsheets, database and presentation duties.
- Drafting correspondence to standard enquiries.

### **Who is the person?**

You will be/have:

- A customer focus (internal and external) and be able to demonstrate consistently high standards of customer care and customer service
- The ability to work flexibly to meet the requirements of the team and the wider service
- Transferable skills to enable you to work in an office and/or a L&D environment and an interest in working directly with customers
- The communication skills to be able to work in partnership with internal and external customers and colleagues
- Knowledge of organisational processes for managing financial transactions
- An awareness and understanding of Data Protection and how the regulations are applied in the workplace
- Ability to prioritise workload with excellent attention to detail and level of accuracy including good organisational skills
- A good knowledge of Microsoft office applications along with good numeracy and literacy skills
- A confident and outgoing personality able to engage with people at all levels
- The ability to actively listen and interpret customer needs
- The ability to work autonomously with effective communication, providing an effective brokerage between the customer and the training provider.
- Keen to learn with a proactive approach to a variety of workstreams.



- To always uphold the professional reputation of the service, encompassing the organisational values, challenging appropriately when required
- Have competency in a range of IT databases with the ability to problem solve when required.

**You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.**

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.