



**IPSWICH**  
BOROUGH COUNCIL

## Ipswich Borough Council Job Description:

### **Apprentice Human Resources**

#### **Main Purpose of Job**

To be responsible for supporting the HR Team, including Learning & Development and Payroll services across the Council, in various administrative duties, whilst gaining a wide range of Human Resources experience as part of working towards your Apprenticeship qualification.

#### **Main Duties**

1. To provide consistent and effective administration support to the HR team in a variety of HR related matters including: recruitment, general enquiries, processing starters and leavers, filing, updating relevant IT systems, monitoring course bookings, etc.
2. To provide first point of contact support, dealing with general enquiries; on the phone, by email and face-to-face for HR, Learning & Development and Payroll queries; providing appropriate advice and support in a timely manner to ensure an efficient and effective customer care service is delivered.
3. To provide administrative support to the Learning and Development team including: pre and post-learning support for learning events, recording attendance, evaluation, analysing data and reporting as required.
4. To use HR systems to process data and provide information to the HR team and employees, ensuring records are kept up to date and completing routine procedures where required.
5. To assist in ensuring administrative processes are recorded, and shared as appropriate within the wider HR.
6. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



## PERSON SPECIFICATION

### IPSWICH Apprentice Human Resources BOROUGH COUNCIL

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Knowledge /Qualifications</b>	2 GCSE's at grade 4 or equivalent in English Language and Mathematics (Grade C if obtained prior 2017).	GCSE or equivalent in IT	Application, Certificates and Interview
<b>Work related experience, skills and competencies</b>	Experience of MS Office, including Outlook, Word and Excel.	Experience of working with others e.g. sports team, part-time role, extracurricular activities, voluntary work  Experience of using databases and/or other similar IT information systems.	Application and interview
<b>Personal skills</b>	<p>Ability to communicate effectively, at all levels, face to face, verbally and in writing.</p> <p>Ability to work as part of a team and independently.</p> <p>Ability to pay attention to detail to check for errors.</p> <p>Demonstrate an understanding of confidentiality.</p> <p>Ability to meet deadlines.</p> <p>Good organisational skills with the ability to prioritise a varied and busy workload.</p> <p>Demonstrate a professional and positive attitude and 'can do' approach to work.</p> <p>Ability to follow instructions.</p> <p>Flexibility and good timekeeping.</p> <p>Reliable, committed and self-motivated.</p>	<p>Ability to deliver an excellent customer focused service responsive to customer needs.</p> <p>Ability to work in a busy and fast-paced working environment.</p> <p>Ability to show own initiative and problem solving skills.</p>	Application, assessment tests and interview
<b>Special working conditions</b>			