

## PERSON SPECIFICATION

**Job Title:** HR Coordinator  
**Directorate & Section/Unit:** Chief Executives Unit  
**Salary Grade:** Scale 5

**EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)**

- Significant experience of working within a fast-paced environment
- Significant experience of supporting customer facing practices (e.g. HR advisory or dealing with HR matters)
- Experience of best practice / legally compliant HR processes and practices
- Proven experience of providing excellent customer service
- Considerable experience of working effectively with internal customers, stakeholders and external suppliers
- Significant experience of maintaining records on behalf of a service
- Experience of providing advice and guidance to internal customers
- Experience of first point of contact problem solving & sign posting
- Experience of working within a project environment, able to plan, schedule, review objectives vs deliverables
- Experience of extracting, collating and presenting statistical information
- Experience of project work

It is **desirable** that the post holder has:

- Not applicable

**KNOWLEDGE, SKILLS AND ABILITIES:**

It is **essential** that the post holder has:

- Evidence of delivering outstanding customer focus
- Detailed knowledge of employment law & policy/procedure
- Working knowledge of HR systems
- Ability to think creatively and adopt a flexible approach to service development
- Evidence of excellent influencing skills at all levels
- Excellent written and verbal communication skills including the ability to present information to a variety of audiences and confidence in using the telephone /email/team's meetings and face to face
- Proven ability to work co-operatively and flexibly to meet deadlines
- High level of self-motivation with ability to plan and manage workload, work to targets and effectively monitor and evaluate performance
- Good organisational and planning and time management skills
- Ability to engage & motivate customers
- Demonstrable ability to start and finish projects, programmes and plans.
- Proven ability to work on own initiative
- Evidence of good analytical skills, including the use of Excel to produce statistical data
- Ability to understand and act on a variety of instructions
- Ability to undertake and co-ordinate small projects
- Ability to work to deadlines and within defined quality standards
- Ability to deal sensitively and appropriately with confidential information

**QUALIFICATIONS/TRAINING & DEVELOPMENT:**

It is **essential** that the post holder has:

- Level 3 CIPD qualification or equivalent compensatory experience.

- Evidence of continuing professional development

It is **desirable** that the post holder is:

- Member of the Chartered Institute of Personnel Development

### **ADDITIONAL INFORMATION**

It is **essential** that the post holder has:

- A commitment to equal opportunities, anti-discriminatory and anti-oppressive practice
- A commitment to training and professional development
- Ability to travel throughout the County
- Ability to work outside normal office hours.
- Integrity and respect for confidentiality
- Commitment to work as part of a team

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