

JOB DESCRIPTION

JOB TITLE:	HR Officer	JE NUMBER: A13645
DIRECTORATE:	Digital, HR & Customer Services	BAND: 7
RESPONSIBLE TO:	HR Operations Manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	<p>You will provide a professional, efficient and customer-focused HR service that supports managers across the organisation. Working under the direction of the HR Operations Manager, you will provide first line advice on a range of people management issues, ensure consistent application of HR policies, manage case work activity and support the full employee lifecycle, from recruitment to exit.</p> <p>You will contribute to the delivery of a high-quality HR Operations function by ensuring timely, accurate and compliant HR processes, maintaining high standards of data integrity and escalating more complex or high-risk matters to the HR Operations Manager or HR Business Partners, as appropriate.</p> <p>This role actively promotes best practice, supports positive employee relations and contributes to continuous improvement within HR, ensuring the service operates efficiently and in alignment with Council priorities.</p>	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Provide clear, consistent first line advice and guidance to managers on HR policies and employment legislation (e.g., conduct, grievance, sickness absence, performance).
2.	Manage a range of casework activities, including preparing documentation, note-taking, organising hearings and meetings, maintaining accurate audit ready records and ensuring progress is monitored and completed within expected timescales.
3.	Escalate cases that present complexity or risk or potential precedent to the HR Operations Manager or HR Business Partners, ensuring they are briefed and updated as required.
4.	Support the early resolution of issues through informal interventions and constructive problem solving and minimising the need for formal procedures.
5.	Support managers throughout the recruitment cycle, including drafting job adverts, coordinating shortlisting and interviews, and advising on equality considerations and reasonable adjustments.

6.	Administer pre-employment checks, prepare offer letters and contracts and ensure a consistent and smooth onboarding experience, aligned to organisational standards.
7.	Process employment changes, ensuring accuracy of data and compliance with payroll cut offs, pay policies and approval frameworks.
8.	Support the preparation of routine HR reports (e.g., absence, turnover, KPIs) and provide data analysis to support decision-making.
9.	Undertake data cleansing and quality assurance checks, ensuring data integrity and robust audit trails.
10.	Support the implementation and review of HR policies and procedures, ensuring managers understand them and apply them properly.
11.	Contribute to the design and delivery of training sessions for managers and employees on HR topics.
12.	Support wellbeing initiatives, Occupational Health referrals, and reasonable adjustment processes, ensuring cases are managed consistently and efficiently.
13.	Adhere to all Data Protection and GDPR legislation; respond to freedom of Information requests and adhere to council data retention policies and security Policies.
14.	Build positive relationships with managers, employees, HRBP's, payroll and Trade Unions, promoting constructive and collaborative employee relations and supporting formal and informal engagement with trade union representatives.
15.	Ensure operational HR activity is carried out in line with council policy and employment law.
16.	Contribute to internal audits, compliance monitoring and continuous improvement work.
17.	Contribute to employee engagement activities, culture initiatives and inclusion programmes.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change – The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	x
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	HR Officer	JE NUMBER:	
DIRECTORATE:	Digital, HR and Customer Services	DATE:	

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Interview, Certificates
Essential		
•	Ability to manage a varied workload, prioritise effectively and meet deadlines in a fast-moving operational environment.	Interview
•	Ability to analyse HR data and present clear, concise information to support managerial decision making	Interview
•	Customer-focused with a proactive and solutions-oriented approach.	Interview
•	Good working knowledge of HR policies, employment law and Data Protection and GDPR principles.	Application form / Interview
•	Able to work collaboratively and flexibly as part of a team	Application form / Interview
•	Flexible and adaptable in a changing environment.	Interview
•	Ability to challenge inappropriate practices in a constructive and professional manner.	Interview
•	Ability to manage administrative tasks, including collating, monitoring and reporting of statistics with an eye for detail.	Application form / Interview
•	Able to use Microsoft Word, Excel, PowerPoint, email and HR databases for purposes of creating and updating reports, letters and presentations.	Application form / Interview
•	Excellent communication skills and ability to influence staff at all levels	Interview
Desirable		
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EXPERIENCE		
Essential		

•	Previous experience in a generalist HR role advising and supporting managers	Application form / Interview
•	Experience coordinating the full recruitment and selection process including advertising, shortlisting, arranging interviews and issuing offer documentation.	Application form / Interview
•	Experience of reading and interpreting policies/ documents to provide advice in a timely manner	Interview
•	Experience of dealing with third party providers to ensure an effective outcome is achieved	Application form / Interview
•	Experience of using HR systems and reporting software to manipulate data and extract reports	Application form / Interview
•	Experience managing multiple cases or activities simultaneously within established frameworks.	Application form / Interview
Desirable		
•	Experience within the Local Government Sector	Application Form / Interview
QUALIFICATIONS		
Essential		
•	CIPD Level 3 in Human Resource Practice (or equivalent HR qualification).	Application Form
•	Evidence of continuing professional development in HR-related areas.	Application Form
•	Good standard of general education (e.g. GCSEs / Level 2 English and Maths or equivalent).	Application Form
Desirable		
•	CIPD Level 5 or currently working towards it.	Application Form
OTHER REQUIREMENTS		
Essential		

•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT:

Seeing the Big Picture	<p>Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.</p> <p>For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.</p>	Interview
Level:		
Changing and Improving	<p>People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.</p> <p>For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.</p>	Interview
Level:		
Making Effective Decisions	<p>Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.</p> <p>For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return</p>	Interview
Level:		

	while minimising risk and balancing a range of considerations to provide sustainable outcomes.	
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.	Interview
Level:	It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.	Interview
Level:	For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.	Interview
Level:	For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and	Interview
Level:	implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the	

	council maximises its strategic outcomes within the resources available	
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
Level:		
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level:		