

JOB DESCRIPTION

JOB TITLE:	HR Administration Apprentice	JE NUMBER: N/A
DIRECTORATE:	Digital, HR & Customer Services	BAND: Apprentice
RESPONSIBLE TO:	HR Operations Manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	To provide high-quality administrative support across the HR & Payroll service, developing skills and experience while contributing to the delivery of efficient, customer-focused HR operations. The postholder will support recruitment, onboarding, payroll administration, employee lifecycle processes and general HR administration, ensuring accuracy, confidentiality and compliance with council procedures. This apprenticeship provides structured development opportunities, leading to a recognised qualification while gaining hands-on experience in a busy HR environment.	

DUTIES AND RESPONSIBILITIES:

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

1.	Provide advice and guidance to enquiries on the telephone, by letter and by email in a courteous and helpful manner, maintaining confidentiality at all times
2.	Support the administration of the recruitment process including advertising vacancies, collating applications, scheduling interviews and communicating with candidates
3.	Assist with preparing offer letters, contracts and pre-employment documentation in order to ensure all required checks and paperwork are completed accurately, efficiently and in line with Council policies and statutory requirements
4.	Support the HR Officer in analysis of information and maintenance of statistics relating to staff turnover, sickness absence and equality data as necessary.
5.	Maintain accurate HR and payroll records, ensuring data is input promptly and in line with data protection requirements to enable effective workforce administration, timely payroll processing and reliable reporting across the Council.
6.	Assist in arranging Occupational Health appointments, ensuring forms are completed and communicated correctly.
7.	Support the L&D Officer in arranging training events, managing attendance lists and issuing joining instructions
8.	Support the team by gathering information for HR reports such as sickness absence, turnover and equality monitoring.

9.	Provide administrative support to a range of HR projects, ensuring tasks such as preparing documentation, organising meetings, maintaining records and supporting follow-up actions are completed accurately and on time.
10.	Take notes in meetings, prepare summaries and support follow-up actions where appropriate
11.	Support the organisation of Job Evaluation panels by preparing documentation, arranging meetings, issuing papers to panel members and ensuring accurate records of outcomes are maintained.
12.	Ensure operational HR activity is carried out in line with council policy and employment law.

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 Administration Apprentice	JE NUMBER:	N/A
DIRECTORATE:	Digital, HR and Customer Services	DATE:	2026

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method Application Form, Interview, Certificates
Essential		
•	Basic understanding of office administration processes.	Application form / Interview
•	Awareness of the importance of confidentiality and data protection.	Application form / Interview
•	Good communication skills and the ability to interact confidently with a wide range of people in person, by phone and in writing.	Interview
•	Ability to organise and prioritise workload with guidance, and meet agreed deadlines.	Interview
•	Ability to follow instructions and apply attention to detail when completing administrative tasks.	Interview
•	Ability to work as part of a team and use initiative when required.	Interview
•	Willingness to learn new systems, processes and HR practices.	Application form / Interview
•	Competent IT skills, including use of Microsoft Office (Word, Excel, Outlook).	Application form / Interview
•	Good customer service skills with a helpful, positive and professional approach.	Interview
•	Ability to handle confidential or sensitive information appropriately.	Interview
•	Professional and respectful approach when dealing with colleagues and members of the public	Interview
•	Positive attitude to teamwork, problem solving and supporting others.	Interview
Desirable		

•	Awareness of the role of Human Resources in supporting an organisation.	Application form / Interview
•	Basic understanding of equality, diversity and inclusion principles	
EXPERIENCE		
Essential		
•	Experience in a customer-facing role, administrative environment or through volunteering, school/college projects or part-time work.	Application form / Interview
•	Experience using computers to complete tasks such as emails, forms or document creation.	Application form / Interview
•	Experience of working with confidential information.	
Desirable		
•	Any exposure to HR-related tasks (e.g., schoolwork experience, college projects, previous employment).	Application form / Interview
QUALIFICATIONS		
Essential		
•	GCSEs (or equivalent) in English and Maths.	Application form
Desirable		
•	Level 2/3 Business Administration or similar qualification.	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	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. 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.	Interview
Level:		
Changing and Improving	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. 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.	Interview
Level:		
Making Effective Decisions	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. 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 while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level:		
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. It's about championing difference and external	Interview
Level:		

	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. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level:		
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. 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	Interview
Level:		
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 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	Interview
Level:		
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	Interview
Level:		

	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	
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:		