

Job Description

JOB TITLE: **HR Services Officer**

Reports to: Reward & HR Systems Manager

Grade: Admin A2

Location: Head Office

Safety Status: Non-Safety Critical

Date version agreed: October 2020

1. Job Purpose

To contribute to delivering a professional, high quality HR function in supporting a customer focused HR Service provision to West Midlands Trains, which includes:

- To deliver and maintain transactional HR processes and computerised databases.
 - To manage and resolve general HR enquiries, line managers and other employees' requests for service or support and provide 1st stage HR advice in line with the relevant WMT policies and procedures.
 - Prepare, collate and record information ensuring its accuracy, integrity, and compliance to regulations across all areas of responsibility, ensuring employees are safe to work and have the right to work in the organisation.
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2. Safety Detail's

A; This role requires security clearance (for e.g. running of special trains)	NO
B; This role is required to hold relevant Track Safety Competence (PTS)	NO
C; This is a Safety Critical Work Post	NO
D; This is a 'Key Safety Post'	NO
E; Reference to this post is included in the Company Safety Certification documents	NO
F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO
G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

3. Dimensions

A. Financial: No Budget Responsibility

B. Staff: Direct Reports - None

4. Principal Accountabilities

- Provide general administration on all HR matters regarding [but not exclusive to] new employees; pay, allowance & benefits; variations to employment terms and conditions; leavers; family friendly policies; and changes to personal records.
 - Manage and resolve general HR enquiries or requests for service in relation to the employee lifecycle; new starters, workforce changes, employee relations, or post-employment matters.
 - Contribute to a flexible and resilient service by developing HR administrative proficiency in multiple disciplines of HR.
 - Provide 1st stage HR advice, manage and resolve line managers and other employees' enquiries or requests for service, in line with the relevant WMT policies.
 - Triage complex HR enquires and redirect to relevant subject matter expert.
 - Contribute to reports and statistics through maintenance of accurate information and data records.
 - Prepare, collate and record information across HR, ensuring accuracy and integrity of data within all areas of responsibility
 - To collaborate with other departments (e.g. Functional Heads, Payroll & Finance) to maintain the integrity of data within our HR systems, ensuring that data can be effectively utilised to update other People Management systems, Organisational Charts and Company Establishment.
 - Utilise SharePoint effectively to automate HR processes for line managers.
 - Ensure that the Data Protection Act and GDPR is correctly implemented in respect of HR records and files. Identify areas for improvement and corrective action.
 - Contribute to the process of continuous development and new ways of working within HR Services.
 - Contribute to the effectiveness running of the HR Service team by carrying out ad hoc or team tasks as required.
 - Take personal responsibility for prioritising workloads in accordance with agreed deadlines and delivery standards.
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5. Context

A: Operating Environment:

Operating within a fast paced, complex and unionised environment.

B: Framework and Boundaries:

The nature of the collective agreements means that a good knowledge of terms and conditions and their implications is essential to the role. This is coupled with the need to build good

working relationships and communication with line managers and union representatives in order to engender employee engagement.

An understanding of Employment Law; WMT policies and procedures.

6. Relationships

A: Reporting lines – Reports to Reward & HR Systems Manager

7. Knowledge and Experience

CIPD level 3 qualified individual or equivalent, or someone who is prepared to work towards a CIPD status.

Experience in a similar HR position, administering a wide range of HR Processes and giving generalist HR advice, whilst providing excellent customer service through a variety of methods including telephone and face to face interaction.

Capability and experience of dealing with confidential matters is essential.

Proven ability in the use of Microsoft Office applications, and maintaining administrative processes and computerised HR systems or databases. Experience of using SharePoint will be advantageous.

Experience in preparing written correspondence and communicating with internal and external customers in writing.

Ability to build strong working relationships.

8. Job Challenge(s):

To remain calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required. Act with integrity.

To work co-operatively with others to get things done, willingly giving help and support to colleagues. Be approachable, developing positive working relationships and a good team spirit.

9. Additional Information

10. Sign off

Job Holder:..... **Date:**.....

Manager:..... **Date:**.....
