

Staff Role Profile: HR Assistant

Job Level	2b	Salary Range	
Directorate	People & Learning	Work location	Paisley
Contract	Permanent	Reports to	HR Adviser

Scale and scope of role

Direct reports	0	Indirect reports	0
Budgetary responsibility / accountability	0	Accountability for other resources	0
Reach and impact			

Context

The British Red Cross helps millions of people in the UK and around the world to prepare for, respond to and recover from emergencies, disasters and conflicts.

Our volunteers and staff help people in crisis to live independently by providing support at home, mobility aids and transport. We also teach first aid skills.

We are part of the global Red Cross and Red Crescent humanitarian network. We refuse to ignore people in crisis.

Our principles and values

Our values (compassionate, courageous, inclusive and dynamic) underpin everything we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Directorate overview

The role of HR Assistant sits within the People and Learning directorate. The People & Learning (P&L) Directorate delivers the organisation's People Goals enabling an increasingly diverse workforce to be truly aligned to our mission, values and fundamental principles. Working across the organisation, the Directorate ensures that there are volunteering and employment arrangements which enable managers to recruit, develop, recognise and retain our people which meet the needs of each part of the organisation and is

focused on making a difference to people in crisis. The Directorate works through a strong organisation development approach with a focus on engagement through transparency and openness.

Purpose of the role

This role will be the first point of contact for managers, staff and volunteers seeking advice and guidance on P&L issues. The role holder will seek to evaluate and resolve queries in a fast paced environment by directing staff to online documentation or by investigating further to provide advice and guidance. More difficult issues will be escalated to advisers. The role will be working closely with HR advisers to support employee relations casework. There will be requirement to undertake work on behalf of an adviser occasionally.

The role holder will also be responsible for keeping records and files up to date and will be able to contribute to improving the Advice and Casework service by identifying issue of concern and how existing guidance can be improved.

Main responsibilities

1. Enquiry handling

- > All enquiries logged accurately in line with agreed procedure
- > Routine enquiries through phone or e-mail resolved accurately through using agreed advice scripts or reference to guidance on Redroom.
- > Individuals treated with respect and in a positive manner.

2. Routine advice

- > Individuals referred to online advice and guidance where possible
- > All advice provided in on accordance with agreed scripts of or other guidance.
- > Issues raised and response logged to enable analysis to identify areas of concern and where further on line guidance may be needed

3. Escalation of enquiry

- > Where unable to resolve issue matter escalated to Advice and Casework Team.
- > Enquiry described in a way that Adviser will understand the issue
- > Person making enquiry understand that escalation has happened and likely timescale.
- > Log of outstanding issues updated to enable feedback to be provided.

4. Advice and Casework support

- > Research and small projects undertaken for Advisers to enable accurate advice and guidance to be provided
- > Feedback and guidance provided on escalated issues on behalf of Advisers when appropriate
- > Records updated to reflect advice given or action taken.

5. Supporting procedure improvement

- > Knowledge and awareness of issues being raised contributes to Advisers and Expert Services to identify priority areas for future work.
- > Contributes to the production and improvement of guidance documents

6. Team member

- > Active and positive participant in team meetings.
- > Colleagues supported as required.
- > Takes other people views and opinions in to account in approach to own work.
- > Follows procedure and guidance.
- > Exhibits BRC values and behaviours

Disclosure and Baring Service Check (DBS)

England and Wales - Disclosure and Baring Service Check (DBS)
> None
Scotland
> None
Northern Ireland
> None

Diversity

We are committed to being an inclusive employer with a diverse workforce. We encourage applications from people from the widest possible diversity of backgrounds, cultures and experiences – including disabled and ethnic minority candidates. This is to contribute to the breadth of experience we need to respond to people in crisis. You can read more about our commitment to diversity [on our website](#).

Person Specification

		Requirement	Evidenced obtained through Shortlisting (S) Interview (I) or Assessment (A)
Knowledge	Essential ✓✓	<ul style="list-style-type: none"> > Awareness of HR systems and processes > Accurate and well organised > IT literate – Outlook, Word and Excel > Relevant qualification preferably in a HR – related discipline, or equivalent by experience 	
	Desirable	<ul style="list-style-type: none"> > Adaptable > Knowledge of the legislative context for UK Employment and understanding 	
Skills	Essential ✓✓	<ul style="list-style-type: none"> > Assistant role in a service or Help Desk function > Responding to requests for information and guidance, which may lack clarity and require some interpretation > Ability to communicate effectively by phone, e-mail or social media > Strong customer service skills 	
	Desirable	<ul style="list-style-type: none"> > 	
Experience	Essential ✓✓	<ul style="list-style-type: none"> > A role in an HR function > Working with volunteers 	
	Desirable	<ul style="list-style-type: none"> > 	

Behaviours	COMMUNICATING AND INFLUENCING		
	<p>Communicates clearly</p> <ul style="list-style-type: none"> > Thinks about how their communication methods impact others > Demonstrates an ability to build a shared understanding by communicating openly and honestly, responding appropriately and giving explanations > Uses clear and logical points to influence and engage <p>DEVELOPING YOURSELF AND OTHERS</p> <p>Supports learning and development</p> <ul style="list-style-type: none"> > Develops own capability and knowledge by seeking and using developmental opportunities to improve performance Provides balanced, constructive feedback with observed examples to help others see opportunities for growth and development > Supports other people's development by sharing knowledge, skills and learning <p>SOLUTION FOCUSED</p> <p>Sees multiple connections</p> <ul style="list-style-type: none"> > Defines the desired outcome by breaking the situation down into component parts > Identifies trends and questions inconsistencies in information/data > Anticipates obstacles, thinks ahead about next steps and contingencies > Uses a range of methods to identify solutions and make decisions, involving others where appropriate <p>EMBRACING AND LEADING CHANGE</p> <p>Is positive about change</p> <ul style="list-style-type: none"> > Demonstrates an ability to respond positively to constructive change by being open to new ways of working and demonstrating flexibility > Explores own responses to uncertainty around change and new ways of working > Seeks support to positively manage personal responses to change as necessary 		
Additional requirements	Essential ✓✓	<ul style="list-style-type: none"> - Upholds the fundamental principles and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamic). - Ensures inclusive practice and promotes diversity 	
	Desirable		

In order to be shortlisted for interview, you need to meet the essential criteria as outlined above. N.B. All disabled candidates who meet the essential criteria (✓✓) will be short-listed for interview in line with our commitment to the Disability Confident Scheme