

Person Specification

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|---------------------|---------------------------------------|--------------|----------|
| Post Title: | HR Assistant | | |
| Directorate: | People and Organisational Development | | |
| Location: | Headquarters | | |
| Grade: | D | Date: | Oct 2024 |

Guidance Notes

Please note that 'Essential' denotes those requirements, which the applicant **must** hold to be shortlisted for interview.

| | Requirements: E = Essential D = Desirable | E/D | Measure (see below) |
|---|--|------------|--------------------------------|
| Knowledge and Experience | | | |
| <i>Job Specific</i> | Demonstrates an understanding of the key tasks of an administration role and their purpose. | E | 1,3 |
| <i>Delivering Results and Meeting Customer Expectations</i> | Experience of delivering exceptional customer service and understands/identifies the necessary requirements to achieve this. | E | 1,3 |
| <i>Coping with Pressures and Setbacks</i> | Experience of working in a pressurised environment, where priorities can change. Demonstrates ability to remain calm under pressure and keep emotions under control. | E | 1,3 |
| <i>Working with People</i> | Experience of communicating effectively at all levels including senior management. | E | 1 |
| <i>Job Specific</i> | Experience of taking minutes or note taking using a computer during meetings/lectures. | E | 1,2 |
| <i>Adhering To Principles & Values</i> | Displays an understanding of a public sector organisation and how it interacts with the community it serves. | D | 1 |
| <i>Job Specific</i> | Experience of working with and accurately entering data onto HR Systems. | D | 1 |
| <i>Job Specific</i> | Experience of working with and knowledge of HR policies and procedures spanning the employee lifecycle. | D | 1 |
| Equality and Fairness | | | |
| | Sound knowledge of and commitment to Equality, Diversity & Inclusion. | E | 1,3 |
| | The ability to converse at ease with members of the public and provide advice in accurate spoken English. | E | 3 |

| Qualifications and Training | | | |
|---|---|---|-------|
| <i>Academic Professional Job related Vocational</i> | CIPD level 3 or equivalent experience, or working towards a professional qualification | D | 1 |
| Skills | | | |
| <i>Planning & Organising</i> | Highly developed organisational skills to balance competing priorities and to meet deadlines. | E | 1,2,3 |
| <i>Adhering To Principles & Values</i> | Takes responsibility for own actions, challenges inappropriate behaviour and promotes an inclusive environment. | E | 1 |
| <i>Creating and Innovating</i> | Ability to come up with new ideas and demonstrates a methodical approach to implementing and reviewing them. | E | 3 |
| <i>Applying Expertise and Technology</i> | Demonstrates competence in a range of office applications (software). | E | 1 |
| <i>Following Instructions and Procedures</i> | Ability to independently follow verbal or written instructions, procedures, and guidelines for the role. | E | 2,3 |
| <i>Persuading and influencing</i> | Experience of collaborating with others to achieve tasks, recognising the role each team member plays and adapts own style, or adopts a specific approach, to achieve a successful outcome. | E | 1 |
| <i>Achieving personal work goals and objectives</i> | Demonstrates continued professional and/or personal development, always seeking to achieve the best possible outcome, and has the resilience to maintain motivation. | E | 1,3 |
| <i>Applying Expertise and Technology</i> | Identifies how systems can be used to improve business processes. | D | 1 |
| Other | | | |
| <i>Background Check</i> | Must be willing to undertake a standard criminal record check. | E | 5 |
| <i>Travel</i> | Must be able and willing to travel to Fire Service locations in Leicester, Leicestershire and Rutland and where applicable hold the relevant car insurance to do so. | E | 1, 5 |

Guidance Notes

In weighing the factors “essential” denotes those requirements that the candidate **must** hold. The qualities specified must be strictly based on requirements to perform the job and must not be unnecessarily restrictive or demanding.

Measures

1 = Application Form

2 = Testing

3 = Interview

4 = Pre-Screen

5 = Other (e.g.: DBS Check/Certificates)