Aberdeenshire COUNCIL **Job Profile**

September 2025

1. JOB IDENTITY

Post Title:	HR Support Officer	**Service:**	Business Services
Section:	HR Support	**Grade:**	Admin I
Reports to:	HR Support Team Leader		

2. JOB PURPOSE

- Supervise the work of the HR Support Team and ensure the provision of an effective support service.
- Manage the paper-based records management across the HR function.

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Undertake HR support duties including providing advice to Services on HR policies and procedures e.g. Recruitment administration, appointment administration, issuing of contracts of employment, maternity and adoption leave, higher duty and teachers responsibility payments etc.
- Supervise and support the work of the HR Support Team
- Coordinate and support administrative requests as received through the HR Hub.
- Develop and update HR support procedures and ensure their implementation to effectively support HR strategies within the Council, and in line with changing legislation.
- Lead on improving HR Support procedures with SharePoint.
- Ensure the provision of an effective support service to HR teams including research, provision of statistical information and provision of administrative support.
- Ensure that team are focused on improving service delivery, promoting innovative solutions and make best use of existing and available system functionality. Where appropriate, challenge existing thinking and assumptions.
- Be involved in digital development within HR team.
- Work with Project Officer Process Improvement to support the implementation of new HR systems and processes.
- Work with Senior HR Assistant askHR to support queries relating to HR support and be involved with project groups improving customer information.
- Responsible for HR paper-based record management and record storage contract to ensure records are managed and stored in line with agreed guidelines and retention periods.

Agreed

4. QUALIFICATIONS AND TRAINING

Essential:
- HND or equivalent transferable experience and skills
- Institute of Customer Service Foundation level qualification

Desirable:
- ICDL or equivalent

5. EXPERIENCE

Essential:
- Line management experience
- Significant administrative experience
- Experience in using Microsoft Office packages to a proficient standard
- Experience of organising, developing and maintaining a records management system
- Experience in capturing, analysing accurately monitoring and reporting information
- Experience of designing and implementing guidelines and procedures

Desirable:
- Local Government experience
- Experience of analysing and monitoring information for budgetary and financial purposes

6. KNOWLEDGE AND SKILLS

Essential:
- Excellent communication and organisational skills
- Ability to lead and motivate team
- Ability to work with a demanding and varied workload and meet defined timescales and competing demands
- Ability to establish, maintain and develop effective working relationships
- Accuracy and attention to detail
- Ability to deal with confidential and sensitive matters
- Ability to respond appropriately to customer needs
- Flexible and adaptable

Desirable:
- Knowledge of Aberdeenshire Council policies

Agreed

7. ADDITIONAL REQUIREMENTS

Agreed