Aberdeenshire COUNCIL **Job Profile**

August 2025

1. JOB IDENTITY

Post Title:	HR Assistant	**Service:**	Business Services
Section:	Legal and People	**Grade:**	Administrative F
Reports to:	HR Support Officer/Project Officer/Team Leader		

2. JOB PURPOSE

Provide a professional, customer focused HR support and advisory service and assist with the support and delivery of HR projects and programmes as required, working on an individual basis and collaboratively as part of a team in accordance with strict deadlines and enquiry response times.

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

- Provide advice to managers, employees and candidates relating to the recruitment and selection process, terms and conditions of service, HR Policies and procedures and how they are applied to specific individual cases. Informing and referring to HR teams as necessary.
- Provide support and advice regarding recruitment advertisements to ensure legal compliance, including sifting of applications, assisting recruitment managers with initial short leet
- Undertake HR administration duties in relation to recruitment, new starts, changes and leavers. Apply salary grades and other terms & conditions of service and issue contracts of employment and related documentation in accordance with statutory legislation and HR policy. Undertake salary calculations for teaching staff and calculation of outstanding holiday entitlement for leavers.
- Maintain HR Systems including recruitment and vacancy management, employee records and organisational structure, and logging and responding to customer enquiries.
- Support HR teams in delivering HR projects and programmes, including undertaking research, extracting and analysing data and producing spreadsheets, producing reports and other documentation
- Liaise with Managers and Heads of Service to implement the outcomes of Service Reviews on the HR System
- Assist in the maintenance and development of HR procedures in line with changing legislation, best practice and efficiencies and assist with their effective implementation.
- Assist with regular quality assurance checks to ensure that sufficient and consistent information is maintained and produced in accordance with agreed procedures
- Ensure the maintenance of confidentiality and compliance with the Data Protection Act, Freedom of Information Act, Health and Safety legislation and legislation to always

Agreed

comply with pre-employment checks.

- Contribute positively to the development of the team and HR function

4. QUALIFICATIONS AND TRAINING

Essential:

- Educated to Higher Grade level or equivalent transferable experience and skills

Desirable:

- Certificate in HR Practice
- International Certification of Digital Literacy (ICDL)
- Customer Care/Services Qualification or a willingness to undertake an award

5. EXPERIENCE

Essential:

- Proven administrative experience including word processing
- Proven record of providing an efficient customer focused frontline enquiries service, demonstrating a friendly and positive approach even in challenging situations

Desirable:

- Experience in a Customer Service role
- Experience HR and/or recruitment administration
- Experience in extracting and manipulating data
- Experience in Local Authority or Public Service

6. KNOWLEDGE AND SKILLS

Essential:

- Customer-focussed with excellent organisational, interpersonal, communication skills.
- Ability to work to tight and often conflicting deadlines and secure positive outcomes within appropriate timeframes. Working to a high level of accuracy.
- Ability to deal with complex information, enquiries and complaints, interpreting customer needs and identifying appropriate course(s) of action to resolve customer concerns/difficulties.
- Ability to work under own initiative and as part of a team.
- Ability to deal with confidential and sensitive matters.
- Experience in using Microsoft Office packages to a proficient standard
- Flexible and adaptable.

Desirable:

- Knowledge and understanding of Aberdeenshire Council HR Policies and procedures
- Knowledge of HR related employment legislation as applied in Local Government, including National agreements.

7. ADDITIONAL REQUIREMENTS

Agreed

Work Smart	This position is designated as a 'Flexible' post as detailed on the Worksmart website - http://worksmart.aberdeenshire.gov.uk/

Agreed