

Disgrifiad Swydd a Manyleb y Person



MANYLION Y SWYDD

Teitl y Swydd:	Cynorthwydd Adnoddau Dynol (Recriwtio)
Rhif Adnabod Gwerthuso Swydd:	2800CE
Gradd:	6
Cyfadrn:	Addysg a Gwasanaethau Corfforaethol
Adran:	Gwasanaethau Pobl
Is-adran:	Adnoddau Dynol
Lleoliad:	Tŷ Penallta
Yn atebol i:	Swyddog Recriwtio

DIBEN Y SWYDD

Darparu cymorth gweinyddol proffesiynol, effeithiol, effeithlon, o ansawdd uchel i'r Pennaeth Gwasanaethau Pobl a'r Tîm Recriwtio wrth iddyn nhw weithredu recriwtio'r Cyngor.

Darparu cymorth Adnoddau Dynol (AD) effeithlon ac effeithiol ar ystod eang o dasgau AD sy'n sicrhau bod cwsmeriaid yn cael gwybodaeth fanwl am brosesau a gweithdrefnau AD a bod yr holl ymholiadau a gweithredoedd AD yn cael eu prosesu'n effeithlon.

Gweithio gyda'r Tîm Recriwtio, Partneriaid Busnes AD, a Thîm y Gyflogres i ddarparu gwasanaeth di-dor i'r sefydliad.

MEYSYDD CANLYNIADAU ALLWEDDOL

Darparu gwasanaeth Recriwtio ac AD effeithiol ac effeithlon i bob cwsmer AD ar draws y Cyngor, gan gynnal gwybodaeth gynhwysfawr am yr holl bolisïau, gweithdrefnau a phrosesau perthnasol.

Darparu cyngor a chymorth technegol cywir ac amserol i reolwyr a gweithwyr adrannol ar faterion sy'n ymwneud â recriwtio, cyflogau ac amodau gwasanaeth, cytundebau a pholisïau a gweithdrefnau lleol; darparu lefelau rhagorol o wasanaeth cwsmeriaid tra'n effeithio ar berthynas waith ardderchog gyda holl ddefnyddwyr y gwasanaeth a chydweithwyr.

Rheoli gwybodaeth a'r llwyth gwaith a ddyrannir yn effeithiol, gan sicrhau bod gwaith yn cael ei flaenoriaethu a'i gwblhau o fewn terfynau amser.

Rhoi cymorth i Bartneriaid Busnes ac Uwch Swyddogion AD eraill mewn perthynas â recriwtio a materion AD eraill a chyfrannu at ddatblygu'r Gwasanaeth AD drwy gynorthwyo gyda phrosiectau AD ad-hoc.

Darparu gwasanaeth recriwtio ac AD effeithiol ac effeithlon i'r holl ddefnyddwyr ledled y Cyngor, gan gynnal gwybodaeth gynhwysfawr am yr holl bolisiâu, gweithdrefnau a phrosesau perthnasol.

Darparu gwasanaeth cwsmeriaid effeithiol a phroffesiynol i gwsmeriaid mewnol ac allanol, partneriaid a darparwyr hyfforddiant, dysgu a datblygu, sy'n mynd at y Gwasanaeth i gael cyngor neu arweiniad ar waith y tîm.

Rhoi cymorth i ddatblygu, paratoi a gweithredu unrhyw gynlluniau hyfforddi, cyfleoedd dysgu a datblygu ac unrhyw waith datblygu ehangach sy'n cael ei ddatblygu gan y tîm.

Cynorthwyo a rhoi cymorth i'r tîm rheoli AD yn rhagweithiol wrth ddatblygu a darparu gwasanaeth AD o safon i feysydd gwasanaeth.

Glynu'n llawn at bolisi cyfredol y Cyngor a'r gofynion deddfwriaethol a'u gweithredu'n gyson. Er enghraifft, Cyfle Cyfartal ac Iechyd a Diogelwch.

Darparu cyngor a chymorth technegol cywir ac amserol i reolwyr a chyflogeion adrannol ar faterion sy'n ymwneud â recriwtio, datblygu'r gweithlu, tâl ac amodau gwasanaeth, cytundebau a pholisiâu a gweithdrefnau lleol; darparu lefelau rhagorol o wasanaeth i gwsmeriaid tra'n meithrin perthynas waith ardderchog gyda holl ddefnyddwyr a chydweithwyr y gwasanaeth.

Datblygu a chynnal perthnasoedd gweithio adeiladol a chydweithredol gyda rheolwyr adrannau ar bob lefel yn eich maes cyfrifoldeb.

Rhoi cyngor i reolwyr a chyflogeion ar ystod o faterion gan gynnwys recriwtio, datblygu'r gweithlu, polisiâu, gweithdrefnau, telerau ac amodau a deddfwriaeth a chyfeirio achosion mwy cymhleth at y swyddog perthnasol ar gyfer ymchwilio a datrys.

Ymateb i ymholiadau a cheisiadau gan reolwyr adrannol a chyflogeion yn ymwneud â recriwtio a materion AD cyffredinol eraill yn ddyddiol dros y ffôn, e-bost a thrafodaeth wyneb yn wyneb.

Delio â materion anodd a dadleuol yn briodol gyda sensitifrwydd ac ystyriaeth, cynnal sianeli cyfathrebu agored a sicrhau proffesiynoldeb bob amser.

Gweithio'n effeithiol fel aelod o'r tîm AD, rhoi cymorth i gydweithwyr â'u gwaith, ymdrin ag absenoldeb a sicrhau bod llwyth gwaith yn cael ei rannu'n effeithiol.

Datblygu a chynnal perthnasoedd gweithio effeithiol gyda chydweithwyr AD yn y timau eraill yn yr adran, gan sicrhau sianeli cyfathrebu agored, rhannu gwybodaeth effeithiol a darparu gwasanaeth di-dor.

Rheoli gwybodaeth effeithiol a rheoli'r llwyth gwaith a ddyrannir, gan sicrhau bod gwaith yn cael ei flaenoriaethu a'i gwblhau o fewn terfynau amser.

Mewnbynnu data'n gywir ac amserol, gan sicrhau bod data cyflogeion yn cael ei reoli'n effeithiol drwy ddefnyddio iTrent a chronfeydd data AD eraill.

Sicrhau bod gwybodaeth cyflogeion yn cael ei ffeilio'n gywir ac amserol, â llaw ac yn electronig gan ddefnyddio IDOX wrth i ni weithio tuag at amgylchedd swyddfa ddi-bapur.

Adalw a choladu data cyffredinol a gwybodaeth cyflogeion a ddefnyddir mewn perthynas â Rhyddid Gwybodaeth a Cheisiadau Mynediad at Ddata gan y Testun yn gywir, a thrwy hynny sicrhau bod yr awdurdod yn cydymffurfio â phrotocolau sy'n llywodraethu rhannu gwybodaeth.

Sicrhau bod cyfrinachedd yn cael ei gynnal bob amser wrth weithio gyda neu brosesu gwybodaeth bersonol.

Rheoli'r mewnlwch/mewnflychau'r tîm yn effeithiol, gan sicrhau bod pob e-bost yn cael eu blaenoriaethu, eu fflagio a'u gweithredu'n gywir ac mewn amserlen briodol gan ddefnyddio'r broses llif gwaith y cytunwyd arni.

Defnyddio'r wybodaeth a dderbynnir drwy adroddiadau wythnosol/misol gan iTrent i sicrhau bod yr holl wybodaeth am gyflogeion sy'n gysylltiedig â'r maes cyfrifoldeb yn gyflawn ac yn gywir.

Rhoi cymorth i aelodau eraill o'r tîm AD a phrosiectau AD yn ôl y galw.

Mynychu achosion a chyfarfodydd ffurfiol, yn ôl yr angen, i gefnogi cydweithwyr gyda meysydd gwaith perthnasol o fewn y gwasanaeth.

Cymryd cofnodion ysgrifenedig o gyfarfodydd yn ôl y gofyn.

Cymryd rhan mewn prosiectau AD corfforaethol a strategol i ddatblygu'r gwasanaeth ymhellach gan gynnwys cymryd rhan mewn profion uwchraddio system iTrent.

Cyfrifoldebau Cyffredinol.

Cydweithio'n agos gyda'r Cynorthwyr Clerigol, gan gyhoeddi tasgau gweinyddol i sicrhau bod gwaith yn cael ei gwblhau'n gywir ac yn effeithlon ac yn darparu cymorth lle bo angen.

Cynorthwyo i ddatblygu prosesau a systemau AD effeithlon ac effeithiol.

Cymryd rhan mewn cyfarfodydd tîm a sesiynau briffio gan ddarparu adborth, gwybodaeth ac awgrymiadau i symud y gwasanaeth yn ei flaen.

Datblygu ymarfer a phrofiad proffesiynol yn barhaus ac ymgymryd â hyfforddiant pan ofynnir amdano.

Ymgymryd â goruchwyllo ac arfarnu rheolaidd i nodi cryfderau a meysydd ar gyfer datblygu.

PERTHNASOEDD GWEITHIO ALLWEDDOL

Rheolwr Recriwtio / Rheolwyr AD – Gweithio o dan gyfarwyddyd Rheolwyr o fewn y gwasanaeth i ymgymryd â thasgau dirprwyedig a chymryd rheolaeth o faes gwasanaeth penodol. Meithrin perthnasoedd gweithio effeithiol gydag uwch staff.

Cydweithwyr AD – Gweithio'n effeithiol fel tîm i ddarparu gwasanaeth recriwtio/AD effeithlon ac effeithiol i'n cwsmeriaid a chyflenwi mewn cyfnodau o absenoldeb a chyfnodau o lwyth gwaith uwch er mwyn sicrhau nad oes unrhyw oedi yn y ddarpariaeth o ran gwasanaethau.

Tîm y Gyflogres – Cydweithio â chydweithwyr yn y gyflogres i gynnal gwasanaeth di-dor a sicrhau bod cyflog cyflogeion yn gywir a bod pob addasiad yn gywir ac amserol.

Tîm Cyfathrebu – Gweithio'n effeithiol gyda'ch gilydd i ddarparu gwasanaeth recriwtio sy'n hyrwyddo'r Cyngor fel cyflogwr delfrydol.

Rheolwyr Adrannol – Rhoi cymorth technegol a chyngor i reolwyr ar amrywiaeth o faterion recriwtio ac AD.

Y Cyhoedd – Ymateb i ymholiadau, rhoi adborth a gofyn am wybodaeth i sicrhau ein bod yn casglu'r holl wybodaeth angenrheidiol i ddiogelu'r awdurdod, datrys ymholiadau a chwynion yn ymwneud â materion AD sydd heb eu datrys.

Cysylltiadau Eraill – Bydd amryw gysylltiadau eraill yn cael eu gwneud o fewn y rôl a gallai gynnwys cynghorwyr, cynrychiolwyr undebau llafur, cleientiaid allanol ac ati. Ym mhob achos bydd natur y cyswllt yn ymwneud ag ymholiadau cyffredinol a materion AD.

CYFRIFOLDEBAU AM STAFF

Teitlau Swyddi, Niferoedd a Lefel Atebolrwydd

Nid oes unrhyw gyfrifoldeb rheolwr llinell uniongyrchol heblaw am helpu cydweithwyr a chyflogeion newydd i ymgyswllt â'u gwaith nhw.

CYFRIFOLDEBAU AM ADNODDAU

Cyllid, Peiriannau, Adeiladau neu Gyfarpar

Cyfrifoldeb unigol am gyfrifiadur personol/gliniadur.

Systemau Data

Rhannu atebolrwydd ar gyfer defnyddio, rheoli a diogelu systemau data sy'n cynnwys gwybodaeth sensitif AD a rheoli perfformiad.

AMGYLCHEDD GWAITH

Swydd hyblyg yn unol â Pholisi Gweithio'n Ystwyth y Cyngor. Mae'r tîm yn gweithio ar sail ystwyth rhwng y cartref a'r swyddfa.

Gofyniad achlysurol i ymweld â safleoedd eraill y Cyngor, ysgolion, sefydliadau allanol neu leoliadau allanol eraill.

Gofyniad achlysurol i weithio y tu allan i oriau swyddfa arferol.

GOFYNION YCHWANEGOL

Cyfyngiad Gwleidyddol:	Nac Oes
Gwiriad y Gwasanaeth Datgelu a Gwahardd:	Nac Oes
Gwiriad y Rhestr Wahardd:	Nac Oes
Asesiad Meddygol Sylfaenol Cyn Cyflogaeth:	Nac Oes
Cofrestru:	Nac Oes

Yn deall ac yn gallu dangos egwyddorion cyfrinachedd.

Yn gweithio o fewn polisïau a gweithdrefnau'r Cyngor, gan gynnwys cydnabod y ddyletswydd i ddiogelu oedolion, plant a phobl ifanc sy'n agored i niwed.

Yn deall ac yn dangos ymrwymiad i bolisïau'r Cyngor.

Yn dangos ymrwymiad i ddatblygiad personol parhaus.

Mae'r dyletswyddau a chyfrifoldebau yn anodd eu diffinio'n fanwl a gallen nhw amrywio o dro i dro heb newid natur gyffredinol y dyletswyddau neu lefel y cyfrifoldebau dan sylw. Felly, mae disgwyl i ddeiliad y swydd ymgymryd â dyletswyddau eraill yn ôl y gofyn, ar yr amod na fydd natur gyffredinol y dyletswyddau na lefel y cyfrifoldebau yn newid.

MANYLEB Y PERSON

	HANFODOL	DYMUNOL
CYMWYSTERAU	<p>Cymhwyster Lefel 2 ar Fframwaith Credydau a Chymwysterau Cymru. Er enghraifft, 5 TGAU A*-C neu NVQ Lefel 2.</p>	<p>Meddu ar neu weithio tuag at gymhwyster Sefydliad Siartredig Personél a Datblygu (CIPD), er enghraifft Tystysgrif Sylfaen mewn Ymarfer Pobl.</p> <p>Meddu ar neu weithio tuag at Aelodaeth Sylfaen y Sefydliad Siartredig Personél a Datblygu (CIPD).</p> <p>Cymhwyster Lefel 3 mewn AD/Personél.</p>
GWYBODAETH	<p>Gwybodaeth gyffredinol am recriwtio, deddfwriaeth cyflogaeth ac arferion AD.</p> <p>Dealltwriaeth o rolau a chyfrifoldebau'r swyddogaeth recriwtio/AD.</p> <p>Gwybodaeth o gymwysiadau Microsoft IT gan gynnwys Word, Excel ac Outlook.</p>	<p>Gwybodaeth o system wybodaeth AD iTrent.</p> <p>Gwybodaeth am IDOX, ffeilio electronig.</p> <p>Gwybodaeth am bolisiau, ymarfer a gweithdrefnau AD y Cyngor.</p>
SGILIAU	<p>Sgiliau TG amlwg wrth ddefnyddio amrywiaeth o systemau, gan gynnwys pecynnau Microsoft.</p> <p>Medrus ym maes rheoli cronfeydd data a chadw cofnodion electronig.</p> <p>Sgiliau gwasanaeth cwsmeriaid da iawn – gwneud pob ymdrech i ddiwallu anghenion a mynd y tu hwnt i ddisgwyliadau cwsmeriaid (yn fewnol ac allanol).</p> <p>Dangos sgiliau mewn gweinyddiaeth dechnegol.</p> <p>Yn gallu meddwl yn ddadansoddol a chwblhau tasgau gwaith gyda gradd uchel o gywirdeb.</p> <p>Sgiliau cyfathrebu ardderchog yn ysgrifenedig ac ar lafar, gyda'r gallu i deilwra'r cyfathrebu i gyd-fynd â'r derbynydd.</p>	<p>Sgiliau Cymraeg.</p> <p>Yn dangos sgiliau cyflwyno da.</p>

	HANFODOL	DYMUNOL
	<p>Yn gallu cynllunio a threfnu eich llwyth gwaith eich hun yn effeithiol.</p> <p>Yn gallu blaenoriaethu gwaith yn effeithiol o fewn amserlen dyn a chwrdd â therfynau amser sy'n cystadlu ag effeithlonrwydd.</p> <p>Yn gallu i weithio'n dda fel rhan o dîm a meithrin perthynas waith gref gyda chydweithwyr.</p> <p>Yn gallu i ddefnyddio eich blaengarwch eich hun i ddatrys materion a gwneud penderfyniadau amserol a phriodol o fewn cwmpas y rôl.</p> <p>Hyrwyddo cydraddoldeb, cynhwysiant ac arfer gwrth-wahaniaethol – trin pobl gyda pharch ac yn ôl yr angen unigol; yn herio ymddygiad ac arferion amhriodol.</p> <p>Yn gallu i gadw cyfrinachedd ar bob adeg.</p> <p>Yn gosod safonau gwaith uchel a thargedau personol.</p> <p>Ymrwymiad i ddarparu gwasanaeth ardderchog i gwsmeriaid.</p>	
PROFIAD	Profiad o weithio o fewn amgylchedd recriwtio/AD.	<p>Profiad o weithio mewn amgylchedd Awdurdod Leol.</p> <p>Profiad o gefnogi a chynghori rheolwyr adrannol a chyflogeion.</p>
ARALL	Trwydded yrru Categori B (Ceir) llawn y DU a defnydd o gerbyd modur wedi'i yswirio at ddibenion busnes/gwaith i deithio a chludo cyfarpar arddangosfeydd a mynychu digwyddiadau ledled y Fwrdeistref Sirol.	

AWDURDODI'R SWYDD

PENNAETH GWASANAETH:	Lynne Donovan	DYDDIAD:	09/05/2023
RHEOLWR:		DYDDIAD:	
ADNODDAU DYNOL:	Janine Harrington	DYDDIAD:	09/05/2023

ADOLYGU'R SWYDD

SWYDDOG:		DYDDIAD:	
SWYDDOG:		DYDDIAD:	
SWYDDOG:		DYDDIAD:	

Job Description and Person Specification



POST IDENTIFICATION

Post Title:	Human Resources Assistant (Recruitment)
Job Evaluation ID:	2800CE
Grade:	6
Directorate:	Education and Corporate Services
Division:	People Services
Section:	Human Resources
Location:	Penallta House
Responsible to:	Recruitment Officer

JOB PURPOSE

Provide professional, effective, efficient, high quality administrative support to the Head of People Services and the Recruitment Team in their delivery of the Council's recruitment.

Provide efficient and effective HR support on a wide range of HR tasks ensuring customers are provided with detailed information on HR processes and procedures and the efficient processing of all HR queries and actions.

Work with the Recruitment Team, HR Business Partners, and Payroll Team to provide a seamless service to the organisation.

KEY RESULT AREAS

Deliver an effective and efficient Recruitment and HR service to all HR customers across the Council, maintaining a comprehensive knowledge of all relevant policies, procedures and processes.

Provide accurate and timely advice and technical support to departmental managers and employees on matters relating to recruitment, pay and conditions of service, local agreements and policies and procedures; delivering excellent levels of customer service whilst effecting excellent working relationships with all service users and colleagues.

Effective information management and control of the allocated workload, ensuring work is prioritised and completed within deadlines.

Provide support to Business Partners and other senior HR Officers in relation to recruitment and other HR matters and contribute to the development of the HR Service by assisting with ad-hoc HR projects.

DETAILED TASK PROFILE

Deliver an effective and efficient recruitment and HR service to all users across the Council, maintaining a comprehensive knowledge of all relevant policies, procedures and processes.

Provide an effective and professional customer service to internal and external customers, partners and training, learning and development providers who approach the Service for advice or guidance on the work of the team.

Provide support to the development, preparation and implementation of any training plans, learning and development opportunities and any wider development work being progressed by the team.

Assist and support the HR Management team as required in the proactive development and delivery of a quality HR service to service areas.

Fully adhere to and consistently apply current Council policy and legislative requirements. For example Equal Opportunities and Health and Safety.

Provide accurate and timely advice and technical support to departmental managers and employees on matters relating to recruitment, workforce development, pay and conditions of service, local agreements and policies and procedures; delivering excellent levels of customer service whilst effecting excellent working relationships with all service users and colleagues.

Develop and maintain constructive and collaborative working relationships with departmental managers at all levels in your area of responsibility.

Provide advice to managers and employees on a range of issues including recruitment, workforce development, policies, procedures, terms and conditions and legislation and refer more complex cases to the relevant officer for investigation and resolution.

Respond to queries and requests from departmental managers and employees relating to recruitment and other general HR matters on a daily basis by phone, email and face-to-face discussion.

Deal with difficult and contentious issues appropriately with sensitivity and consideration, maintaining open channels of communication and ensuring professionalism at all times.

Work effectively as a member of the HR team, support colleagues with their work, covering absence and ensuring workloads are effectively shared.

Develop and maintain effective working relationships with HR colleagues in the other teams within the department, ensuring open channels of communication, effective information sharing and the delivery of a seamless service.

Effective information management and control of the allocated workload, ensuring work is prioritised and completed within deadlines.

Accurate and timely data inputting, ensuring employee data is effectively managed through the use of iTrent and other HR databases.

Ensure accurate and timely filing of employee information, both manually and electronically using IDOX as we work towards a paperless office environment.

Accurate retrieval and collation of general data and employee information used in relation to Freedom of Information and Subject Access Requests thereby ensuring the authority is compliant with protocols governing information sharing.

Ensure confidentiality is maintained at all times when working with or processing personal information.

Effectively manage the team inbox/s, ensuring all emails are prioritised, flagged and actioned accurately and in an appropriate timescale using the agreed workflow process.

Utilise the information received via weekly/monthly reports from iTrent to ensure all employee information relative to the area of responsibility is complete and accurate.

Provide support to other members of the HR team and HR projects as required.

Attend formal proceedings and meetings, as and when required, to support colleagues with relevant areas of work within the service.

Take written records of meetings as required.

Participate in Corporate and strategic HR projects to further develop the service including involvement in iTrent system upgrade testing.

General Responsibilities.

Work closely with the Clerical Assistants, issuing administrative tasks to ensure work is completed accurately and efficiently and providing support where required.

Assist in the development of efficient and effective HR processes and systems.

Engage in team meetings and briefings providing feedback, information and suggestions to move the service forward.

Continuously develop professional practice and experience and undertake training when requested.

Undertake regular supervision and appraisal to identify strengths and areas for development.

KEY WORKING RELATIONSHIPS

Recruitment Manager / HR Managers – Work under the direction of Managers within the service to undertake delegated tasks and taking control of a specific service area. Build effective working relationships with senior staff.

HR Colleagues – Work effectively as a team to deliver an efficient and effective recruitment / HR service to our customers and cover periods of absence and periods of increased workloads to ensure no delays in service provision.

Payroll Team – Working collaboratively with colleagues in payroll to maintain a seamless service and ensure employee pay is accurate and all adjustments are accurate and timely.

Communications Team – Work effectively together to deliver a recruitment service that promotes the Council as an employer of choice.

Departmental Managers - Provide technical support and advice to managers on a range of recruitment and HR issues.

General Public – Responding to queries, providing feedback and requesting information to ensure we collate all necessary information to safeguard the authority, resolve outstanding queries and complaints relating to HR issues.

Other Contacts – Various other contacts will be made within the role and could include Councillors, Trade Unions Representatives, external clients etc. In each case the nature of the contact will relate to general queries and HR issues.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility other than assisting in work familiarisation of colleagues and new recruits.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Sole responsibility for an pc/laptop.

Data Systems

Shared accountability for the use, management and safekeeping of data systems containing sensitive HR and Performance Management Information.

WORKING ENVIRONMENT

Flexible post in accordance with the Council's Agile Working Policy. The team work on an agile basis between home and the office.

Occasional requirement to visit other Council sites, schools, external organisations or other external venues.

Occasional requirement to work outside of normal office hours.

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	No
Barred List Check:	No
Baseline Pre Employment Medical Assessment:	No
Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<p>Level 2 qualification/s on the Credit and Qualifications Framework for Wales. For example 5 GCSEs Grades A*-C, Level 2 NVQ.</p>	<p>Possession of or working towards a Chartered Institute of Personnel and Development (CIPD) qualification, for example Foundation Certificate in People Practice.</p> <p>Possession of or working towards Foundation Membership of the CIPD.</p> <p>Level 3 qualification in Human Resources / Personnel.</p>
KNOWLEDGE	<p>General knowledge of recruitment, employment legislation and human resource practices.</p> <p>Understanding of the roles and responsibilities of the recruitment / HR function.</p> <p>Knowledge of Microsoft IT applications including Word, Excel and Outlook.</p>	<p>Knowledge of iTrent HR information system.</p> <p>Knowledge of IDOX, electronic filing.</p> <p>Knowledge of Caerphilly County Borough Council's HR policies, practice and procedures.</p>
SKILLS	<p>Demonstrate IT skills using a range of systems including Microsoft packages.</p> <p>Skilled in database management and electronic record keeping.</p> <p>Very good customer service skills - making every effort to meet the needs and exceed expectations of customers (both internal and external).</p> <p>Demonstrate skills in technical administration.</p> <p>Able to think analytically and complete work tasks with a high degree of accuracy.</p> <p>Excellent written and verbal communication skills, with the ability to tailor the communication to suit the recipient.</p>	<p>Welsh language skills.</p> <p>Demonstrate good presentation skills.</p>

	ESSENTIAL	DESIRABLE
	<p>Able to plan and organise own workload effectively.</p> <p>Able to effectively prioritise work within tight timeframes and meet competing deadlines with efficiency.</p> <p>Ability to work well as part of a team and forge strong working relationships with colleagues.</p> <p>Ability to use own initiative to resolve issues and make timely and appropriate decisions within the scope of the role.</p> <p>Promote equality, inclusion and anti-discriminatory practice – treating people with respect and according to individual need; challenges inappropriate behaviour and practices.</p> <p>Ability to maintain confidentiality at all times.</p> <p>Sets high work standards and personal targets.</p> <p>Commitment to delivery of excellent customer service.</p>	
EXPERIENCE	<p>Experience of working within a recruitment / Human Resources environment.</p>	<p>Experience of working within a Local Authority environment.</p> <p>Experience of supporting and advising departmental managers and employees.</p>
OTHER	<p>Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business / work purposes to travel and transport exhibition equipment and attend events across the county borough.</p>	

POST AUTHORISATION

HEAD OF SERVICE:	Lynne Donovan	DATE:	09/05/2023
MANAGER:		DATE:	
HR:	Janine Harrington	DATE:	09/05/2023

POST REVIEW

OFFICER:		DATE:	
OFFICER:		DATE:	
OFFICER:		DATE:	