

Job Description

Group Member:		Luminate Group Services	
Job Title:		HR Systems Apprentice	
Reports to:		HR Data Analyst	
Job Grade	L4 Apprentice	Department	Human Resources

SPECIFIC ROLE RESPONSIBILITIES:

1. Provide systems administration and user support in relation to HR systems, including but not limited to iTrent.
2. To provide front line customer service via the Fresh ticket system for iTrent and LMS related queries.
3. To support HR Systems colleagues in maintenance of the HR system structures.
4. To provide troubleshooting for basic systems issues, escalating complex queries to more senior HR systems colleagues where appropriate.
5. To undertake standard tasks within the HR system.
6. To develop knowledge and skills that enable the postholder to provide support to the HR Data Analyst in the provision of pre-defined and ad hoc reports.
7. To support the HR Systems Team with the thorough testing of all HR systems upgrades and patches, liaising with service users to ensure accurate completion of UAT scripts.
8. Collect, compile and, if needed, cleanse HR related data.
9. To assist with ensuring data integrity within the HR system is to the highest standard.
10. Support HR Systems Team colleagues by maintaining and developing reports for analysis.
11. To contribute to the training and production of training materials for users of HR systems.

CORE RESPONSIBILITIES:

12. Contribute to the ongoing development of processes and continuous improvements with the HR Directorate.
13. Deliver an exemplar, customer-focused service.
14. Work collaboratively and consultatively to ensure the HR & OD service proactively supports managers and employees.
15. Contribute towards service cross-functional projects and work streams.
16. Improve and maintain internal relationships with other college support functions such as MIS, Finance, IT.
15. Any other duties that are specific to the department
16. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Passion

Encouraging all to have aspiration and passion in everything they do.

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	HR Systems Apprentice
-------------------	-----------------------

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the personal statement section of the application form. Each criteria is marked with whether it is an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation,
C= Certificate, MT = Micro Teach, R = Reference

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. Literacy and numeracy at Level 2 or equivalent.	C
D	Q2. IT qualification (eg. ECDL) or ability to demonstrate experience/knowledge of use of Microsoft Office Packages, especially Microsoft excel.	T / I

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
D	EK1. Experience of working in an administrative, or IT environment.	A
D	EK2. Experience of providing good customer service.	A / I
D	EK3. Knowledge of Data Protection Act requirements and impact on HR Databases.	I

D	EK4. Experience of using an integrated HR and Payroll system.	A / I
E	EK5. Experience of using Excel or Databases.	A / I / T

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. Strong attention to detail.	A / I / T
E	SC2. Ability to plan and prioritise workload, working to tight deadlines.	I
E	SC3. Strong interpersonal and customer service skills with ability to communicate effectively to a wide range of audiences.	A / I
E	SC4. Ability to apply logic to problem solving and think analytically.	A / I

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A / I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I