

Job Description

1. JOB IDENTIFICATION

Post Title:	HR Assistant
Responsible to (Post Title):	HR Advisor
Last Reviewed:	September 2025

2. PRINCIPAL JOB PURPOSE

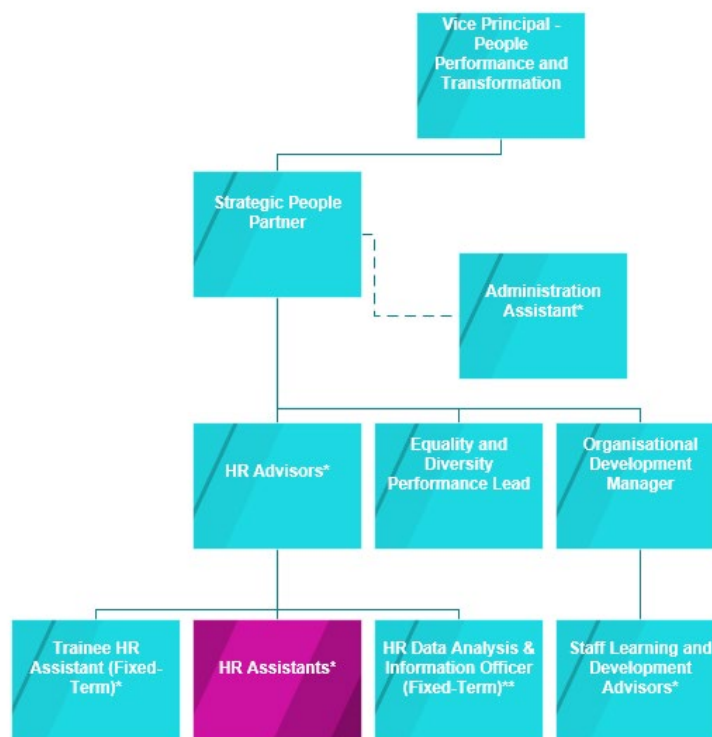
Provide assistance to support the HR Advisors and Strategic People Partner, in delivering a high quality, efficient and effective HR service for the College.

Support the full range of HR activities including all aspects of employee relations as well as the maintenance of high quality data held in the HR Information System.

3. JOB DIMENSIONS & CONTROL OF RESOURCES

The post holder will have no responsibility for staff or budgetary management.

4. ORGANISATIONAL RELATIONSHIP



5. MAIN DUTIES & RESPONSIBILITIES

1. Support the HR Advisor and Strategic People Partner, in the development and implementation of systems, procedures and policies, in order to underpin the efficient and effective management of the full range of HR activities.
2. Support the HR Advisor in managing workforce and employee relations issues by providing high quality and effective administrative support across the full range of HR activities.
3. Provide first line advice and guidance to all managers and employees on a wide range of issues including HR policies and procedures, terms and conditions of employment and employment legislation.
4. Responsible for the co-ordination of recruitment and selection activity by providing high quality support and advice on all stages of the process.
5. Liaise with external agencies such as Disclosure Scotland, Scottish Public Pensions Agency (SPPA), Strathclyde Pension Fund, and external service providers to underpin the efficient performance of the full range of HR activities.
6. Support the HR Advisor and Strategic People Partner, in the preparation of routine and ad-hoc reports and other papers to assist in the strategic development of the service.
7. Analyse HR management information to produce statistical information such as Key Performance Indicators (KPIs), trend analysis, forecast against targets, absence trigger, to underpin the efficient performance of the full range of HR activities.
8. Lead the effective maintenance and contribute to the enhancement of the HR Information System to support its efficient and effective operation.
9. Work closely with the Finance Assistant (Payroll) to ensure an effective interface between HR and Payroll.
10. Assist in the ongoing development and maintenance of the HR intranet/internet sites including the development of HR on-line functionality to underpin the efficient performance of the service.
11. Maintain robust operational processes across the service in order to ensure that all users of the HR service are supported appropriately.
12. Engage effectively with service users in order to develop and support the delivery of the service and to understand key issues.
13. Maintain effective administration procedures to underpin the efficient performance of the service area.

14. Participate fully as a member of the team providing cross-cover and support as required to ensure a seamless service is delivered at all times.
15. Provide high-quality customer focused assistance for all enquiries, by phone, email, or in person to support the activities of the function.
16. Support the implementation of all College policies, procedures and regulations generally and with specific reference to finance, quality enhancement, health and safety, management of risk, equality and diversity and staff performance and sustain an inclusive and supportive environment in accordance with College policy.
17. Any other duties as required by College Management.

6. COMMUNICATIONS (Internal & External)

The HR Assistant will have key internal working relationships with Curriculum and Service staff.

Excellent communication and interpersonal skills, both oral and written are required to achieve effective working relationships with managers, staff, the public, stakeholders, external agencies and existing and potential partners.

7. ASSIGNMENT AND REVIEW OF WORK

The post-holder will function with a degree of independence and autonomy, within parameters agreed in conjunction with the HR Advisor, and has some discretion to prioritise and determine workload. Work is demand driven and work activity will be delegated by the HR Advisor. The post-holder will have some responsibility for prioritising work load.

Review of work will be in accordance with existing performance management arrangements.

8. ESSENTIAL KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications:

- Educated to HND level or equivalent qualification or relevant experience in a related environment.
- Evidence of Continuous Professional Development

Knowledge:

Demonstrable knowledge of:

- The services of the College.
- Terms and conditions of employment within the College or FE sector.
- Current employment legislation and its impact on the College.
- The principles of delivering high quality, effective and efficient support.
- Use of relevant software.
- Comprehensive knowledge of the Microsoft office suite.
- Comprehensive knowledge of HR Information systems.

Skills and Competencies:

- Excellent communication and interpersonal skills with the ability to communicate in a range of formats.
- Quality focused with the ability to work consistently with a high degree of accuracy.
- The ability to plan and prioritise a range of work activities, involving personal and confidential information, meet deadlines and work to tight timescales.
- Maintain confidentiality at all times and support the management of sensitive issues appropriately.
- Customer focused with the ability to provide a professional service at all times.
- Excellent administration skills and the ability to produce high quality work first time.
- Ability to analyse and present data and information in final format with minimal supervision.

Experience:

- Demonstrable experience of delivering high quality work on time and to tight timescales.
- Experience of providing support within an HR environment.

9. MAIN JOB CHALLENGES

Delivering high-quality assistance to support the HR Advisors and Strategic People Partner in delivering a high quality service during a time of significant change.

10. WORKING ENVIRONMENT**Physical**

- The post will involve office-based work, which will also involve the post-holder travelling to other campuses;
- Keyboard skills for production of paperwork and reports;

- Operation of a wide range of office machinery/equipment

Mental

- Concentration required to update records, prepare documents and quality check final output;
- Frequent and constant interruptions, on issues relating to the work of the HR function;
- Concentration for long periods when preparing reports.

Emotional

- The ability to maintain professionalism and deal with conflicting views and not be provoked by occasional challenging, hostile, confrontational or aggressive behaviour.

Working Environment

- Mainly desk/office based.