# EAST SUSSEX COUNTY COUNCIL JOB DESCRIPTION

# JOB TITLE: HR Customer Relations Advisor

# DEPARTMENT: Business Services

# LOCATION: County Hall, Lewes

# GRADE: [East Sussex Single Status Grade 7](https://new.eastsussex.gov.uk/jobs/benefits/east-sussex-single-status)

# RESPONSIBLE TO: Team Leader

# Purpose of the Role:

The role of Human Resources (HR) Customer Relations Advisor sits within the wider Employee Services and Payroll Team delivering HR Administration and Payroll services to internal and external customers.

The Employee Services function is responsible for providing an efficient and effective HR administration service to managers and employees across the County Council Objectives.

You will be responsible for the resolution of queries for customers accessing Employee Services by applying expert technical knowledge and by providing exemplary customer services support.

# Key tasks:

1. Provide an effective, high quality and customer responsive Service Centre for Employee Services within the agreed Service Level Agreement.
2. Handle queries by telephone, email, post and intranet, providing advice and solutions where possible and referring on where appropriate.
3. Take responsibility for own workload and work independently whilst supporting colleagues and working as part of a team.
4. Use available systems to record, monitor and maintain queries to ensure speedy and accurate resolution and to assist in the production of key performance indicators.
5. Use the information recorded to provide trend analysis of service deliverables and to identify where service improvements can be implemented.
6. Provide exemplary customer services support and to ensure that customers are treated with sensitivity, courtesy and respect with consideration for their personal circumstances.
7. Work closely with colleagues across the wider Employee Services team acting as the technical expert to ensure knowledge sharing and updating of working practices and systems.

# EAST SUSSEX COUNTY COUNCIL PERSON SPECIFICATION

# Essential key skills and abilities

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| These criteria will be assessed at the application and interview stage | |
| * Excellent interpersonal communication skills with ability to receive, communicate and process information accurately and with tact and diplomacy * Ability to make recommendations for business improvements. * Analytical and problem-solving skills * Comprehensive ICT skills, including using Excel to manipulate data, and an understanding of how ICT can be used to deliver modern business solutions * Demonstrable ability to understand the needs of customers * Good attention to detail * High level of accuracy * Solution focused approach to work * Ability to take personal responsibility for customer relations advice and the resolution of queries |

# Essential education and qualifications.

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| These criteria will be evidenced via certificates, or at interview |
| * Level 2 in English and Maths or ability to pass assessment at interview |

# Essential knowledge

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| These criteria will be assessed at the application and interview stage |
| * Broad understanding of the issues related to working in an HR environment * Understanding of the issues related to the provision of a multi-channel customer Service Centre * In depth knowledge of available resources and points of reference * Knowledge of ICT applications, specifically Microsoft packages e.g. Word, Excel, Outlook, Teams |

# Desirable knowledge

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| These criteria will be assessed at the application and interview stage |
| * Previous knowledge and/or experience of using an HR Information system, ideally SAP or Oracle cloud * Awareness of employment legislation * Thorough knowledge and understanding of County Council policies and procedures * Broad understanding of key business issues for all the Departments in the Authority * Ability to manage constant and conflicting demands |

# Essential experience

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| These criteria will be assessed at the application and interview stage |
| * Experience of working in a customer focused environment * Proven successful track record of working in a busy high transactional administrative role |

# Desirable experience

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| These criteria will be assessed at the application and interview stage |
| * Relevant experience working in an HR setting * Previous work within a helpdesk environment |

# Other essential criteria

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| These criteria will be assessed at the application and interview stage |
| * Commitment to working as a positive and constructive team member across all the teams of Employee Services * Commitment to excellent customer service * Understanding of impact that behaviours have on service delivery and reputation * Flexible approach to work and delivery of service and willingness to work flexibly across all the team of Employee Services * Self-motivation and self reliance * Commitment to the equality of opportunity for all * Highly organised, resourceful, reliable and resilient * Commitment to undertaking available training and development opportunities |

**Date (drawn up): May 2022**

**Name of Officer(s) drawing up person specifications: Vicki Richardson and Margaret Anderson**

**Job Evaluation Reference: 12559**

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

| **Function** | **Applicable to role** |
| --- | --- |
| Using display screen equipment | Yes |
| Working with children/vulnerable adults | No |
| Moving & handling operations | No |
| Occupational Driving | No |
| Lone Working | No |
| Working at height | No |
| Shift / night work | No |
| Working with hazardous substances | No |
| Using power tools | No |
| Exposure to noise and /or vibration | No |
| Food handling | No |
| Exposure to blood /body fluids | No |