

Job Description

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| Job Title | HR Helpdesk Officer (Customer Facing Specialist) |
| Grade | Band F |
| Reporting To | Operations & Development Team Leader |
| JD Ref | BUS0016G |

Purpose

Provide advice and guidance in cases of complexity, sensitivity and/or challenge to internal and external customers and colleagues with regard to a specific business support function to ensure compliance with service provision.

Main Duties And Responsibilities

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Undertake business support processes including more detailed and/or sensitive reports and correspondence, providing reports and statements as requested by managers with due regard to confidentiality (and safeguarding).
- Input, extract and manipulate information whether relating to finance, staffing information, customers or any other service requirement or eligibility criteria, this will include producing bespoke and more complex reports to ensure that regulations and procedures are followed correctly.
- Contribute to the development of systems and processes to meet operational needs of the Council and to ensure the high quality of information held.
- Respond to enquiries/complaints to internal and external customers.

Communication, Engagement and Training:

- Provide advice and guidance to colleagues including demonstrating duties.
- Provide advice and support to colleagues during periods of challenge or escalation of serious and/or complex cases.
- Provide advice and guidance, both to customers and colleagues on services, policies and processes including non-routine enquiries to ensure that correct procedures are being applied.
- Assist in the training and mentoring of colleagues to help to alleviate complaints and legal challenges.
- Develop constructive working relationships with colleagues and customers.
- Provide and promote a customer focussed service in conjunction with other Council service providers.

Data Analysis and Decision-Making:

- Calculating and processing queries relating to review of payments made and/or billing of customers.
- Ensure that business transactions and document management is timely, accurate and in compliance with Council policy and procedures and legislative requirements.
- Contribute to the development and improvement of business support/systems by sharing ideas, identifying problems and offering possible resolutions.
- Regularly operate and maintain business support systems (electronic and manual).
- Routine processing of financial, personal and confidential data.
- Ensure financial procedures and processes are followed in accordance with changes in legislation.

Performance Management:

- Ensure workloads of others are prioritised and deadlines achieved within agreed performance targets.
- Resolve subsequent issues arising from own work and that of others within the team.
- May escalate complex problems to line manager or specialist advisor.
- Apply knowledge and understanding of the specialist area in order to determine an appropriate course of action that produces a consistent and accurate result.
- When providing information or investigating an enquiry or overpayment ensure that deadlines are met to enable others to progress the outcomes.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications:

- Excellent Literacy and numeracy skills to NVQ 3 level or equivalent.

Knowledge & Skills

- Excellent interpersonal and communication skills.
- Demonstrate a comprehensive understanding of business support processing procedures.
- Knowledge of relevant specialist legislative requirements relating to business support or the Councils services.
- Understanding of confidentiality requirements.
- Demonstrate the ability to analyse information and make an appropriate decision on a course of action.
- Demonstrate comprehensive IT skills e.g. use of Microsoft Office etc.



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL

- Able to work to deadlines.

Experience

- Knowledge and experience of working in local government transactional environment.
- Experience of supporting other members of staff
- Experience of data input entry to business support systems.
- Experience of working in a customer service or office environment.

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

Expected to work from a fixed location (subject to change).

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Work with VDUs (Video Display Unit) (>5hrs per week)

Approved By: Siobhan Rivett-Strong (Interim HR Business Partner and Operations Manager)

Date Of Approval: 03/03/2026



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