

Why Work as an... HR Support

A solution for your training needs and career progression

ROLE OVERVIEW

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. Their work is likely to include handling day to day queries and providing HR advice and working on a range of HR processes.

KEY POINTS

- **Level:** 3
- **Duration:** 18 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** The HR Support role may be a gateway to further career opportunities, such as management or senior support roles

KNOWLEDGE REQUIREMENTS



- Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates; where their role fits in the organisation; the 'Values' by which it operates and how these apply to their role
- Basic understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation. Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice
- Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role

SKILL REQUIREMENTS



- Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. Takes ownership through to resolution, escalating complex situations as appropriate
- Consistently supports colleagues /collaborates within the team and HR to achieve results. Builds/maintains strong working relationships with others in the team and across HR where necessary
- Maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required



BEHAVIOUR REQUIREMENTS

- Truthful, sincere and trustworthy in their actions. Shows integrity by doing the right thing. Maintains appropriate confidentiality at all times. Has the courage to challenge when appropriate
- Adapts positively to changing work priorities and patterns when new tasks need to be done or requirements change
- Displays energy and enthusiasm in the way they go about their role, dealing positively with setbacks when they occur. Stays positive under pressure

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