



HR SUPPORT LEVEL 3

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; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

WHY CHOOSE INSPIRE ATA?

We work with high-quality training providers to deliver a wide range of training programmes through a blended learning approach that is tailored to each learner's needs. Inspire ATA recruits and employs each apprentice on behalf of the "host" client, enabling us to offer additional support and a better experience for both apprentice and client. We can also offer flexi-job apprenticeships which means we are able to offer short term contracts and other non-standard employment models.

TOTAL DURATION: 20 MONTHS

PRACTICAL PERIOD: 18 MONTHS

EPA PERIOD: 3 MONTH

EPA ORGANISATION: CIPD

ASSESSMENT METHOD: A CONSULTATIVE PROJECT & A PROFESSIONAL DISCUSSION

KNOWLEDGE, SKILLS AND BEHAVIOURS THE CORE SKILLS TO BE DEVELOPED INCLUDE:

- Providing HR advice.
- Working on a range of HR processes, varying from transactional to relatively complex issues (from recruitment through to retirement).
- Working with the business on HR changes.
- Using HR systems to keep records.
- Handling day-to-day queries.

HR SUPPORT LEVEL 3

KNOWLEDGE

- 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.
- Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the organisation.

SKILLS

- 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.
- Identifies opportunities to improve HR performance and service; acts on them within the authority of their role. Supports implementation of HR changes/projects with the business.
- Maintains required HR records as part of services delivered. Prepares reports and management information from HR data, with interpretation as required.
- Keeps up to date with business changes and HR legal/policy/process changes relevant to their role. Seeks feedback and acts on it to improve their performance and overall capability
- 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.

BEHAVIOURS

- 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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