

Job specification



Job title: HR Support Assistant - GDPR

Service: Human Resourcing and Organisational Development

Grade: Grade 4

Reporting to: HR Advisor

Your job

Your job will involve cleansing all records held within the HRESC and supporting the service to be GDPR compliant.

The HR Employment Service Centre (HRESC) provides a full recruit to pay service for employees and managers in the council, as well as schools, academies and the external organisations we work in partnership with. This includes the provision of a pension administration service and a payroll processing service.

Mandatory statement

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Be responsible for cleansing HR documents both paper and electronic
- Assist with data audits
- Assist with the review of review of data handling processes
- Be the HR point of contact for subject access requests
- Display a proactive and positive attitude and take ownership of all HR/Payroll/GDPR related matters, ensuring a full investigation of any issues before the need to forward/escalate to another member of the team
- Be accountable for own workload and support across the wider team with the ability to recognise when other team members are under pressure
- Assist in the development and delivery of services to the council, schools, academies and partners in line with the latest service level agreements
- Contribute to the development of efficient and effective working practices embracing new technology and new streamlined ways of working
- Embrace smart working principals
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Experience and understanding of working with personal, sensitive and confidential information, including the requirements of the General Data Protection Regulations (GDPR)
- Experience of using databases such as an electronic document management systems
- Accuracy and attention to detail along with a methodical approach
- Experience of working in a busy office environment and able to manage and meet deadlines in own workload
- Excellent customer service skills, able to be calm and professional with customers who may be upset or demanding, and to respond to queries appropriately and within suitable timescales
- Experience of working across teams and supporting colleagues in related teams to provide seamless customer service
- Ability to analyse problems and generate innovative and appropriate solutions
- Be willing to offer solutions to issues and continually seek to improve relationships and systems

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough