

<b>Job title</b>	<b>HR Advisor</b>		
<b>Job family</b>	<b>HR &amp; Internal Communications</b>	<b>Band</b>	<b>B</b>

**Job purpose**

To deliver administrative and advisory services and processing activity to the BBC workforce including providing information, managing data and completing process delivery.

Further, the role advises the workforce based on information received and knowledge of policy and process; understands issues and problems and manages them accordingly.

- Key responsibilities and accountabilities**
- To provide requests / query resolution service to employees, following processes, in line with defined Service Level Agreements (SLAs)
  - To problem solve queries and issues with requests, offering resolution and/or escalating queries to the relevant team/ 3rd party within the Service Centre or relevant Specialist Team
  - To understand and gain insight into customer concerns and problems by questioning, exploring issues and reviewing data
  - Able to use People systems, entering data into relevant systems and ensuring data quality
  - To produce analysis and recommendations through data from relevant systems in order to answer queries
  - To accurately maintain data and personnel files, ensuring confidentiality
  - To provide answers with self-assurance based on data and understanding of policy and process
  - To work, where required, to provide assistance to projects
  - To work as part of a team, and collaborate across the Shared Service Centre and HR organisation
  - To contribute to a culture of service excellence and support continuous improvement

- Knowledge, skills, training and experience**
- Essential**
- Basic computing and telephony skills
  - Basic level of HR process knowledge is essential / may demonstrate proficiency in an area of HR specialism e.g. reward, recruitment
  - Relevant law for own role (or where to access legal information if required)
  - Excellent attention to detail and accuracy; ensures facts are correct, complete and consistent
  - Effective administrative skills
  - Self-assured in the use of data and data problem solving skills
  - Uses standard procedures and common sense to solve problems
  - Understands how to handle, resolve and escalate enquiries; passes on information promptly
  - Understands how to work effectively in a team to deliver
  - A flexible, willing and pragmatic approach to providing assistance within the wider operational environment
  - Excellent interpersonal and communication skills, both written and verbal; Assured in dealing with the full range of business users, via multiple communication channels

**Desirable**

- Prior experience of working with systems (such as SAP)
- Prior experience of working in a shared service centre environment/centralised HR team

**Job impact**

*Decision making*

*This role will provide HR advisory and support services to the workforce, frequently interacting with employees and problem solving/escalating queries. The role will need to use People systems and follow clearly defined processes in order to deliver transactional services to an agreed SLA.*

*The role will either be part of a shared service entity that provides overall BBC People support to the BBC workforce or will perform an advisory/support role in a specialist team. The role will have to respond to issues raised by the workforce and Management Information (MI) / reporting requests. The role will work independently to resolve queries up to medium complexity but will work collaboratively with their team to manage more complex issues and projects.*

*Scope*

*There will be no line management or budget responsibility for this role.*

**Other information**

**For Reward team use only**

Job Code

Definition:

Support

*This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.*