**Yorkshire Housing Role Profile**

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| **Job title:** | HR Support Apprentice | **Leader of others:** | No |
| **Reports to:** | Senior HR Business Partner | **Contract type:** | Fixed Term |
| **Business Area** | People and Culture | **Budget holder?** | No |

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| **Job purpose** |
| The HR Apprentice will support the HR team in providing an efficient and streamlined service to our customers on all HR-related administrative tasks. This role has a broad and varied remit with lots of opportunities to get involved, playing an important role supporting the team and our customers. Effective administrative support is vital to the smooth running of what we do enabling our functions to deliver a timely, accurate and customer obsessed service. |

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| **Key responsibilities** |
| Provide administrative support to the HR Team including, but not limited to;   * Generation and updating of emails, letters and other documentation as required * Collating information * Arranging meetings, events and HR related training programmes * HR System input, updating and development (Cascade, Occupational Health, Employee Assistance Programme) * Insight gathering, analysis and report generation * Note taking * General email inbox management, coordination and action   Attend team meetings, stakeholder meetings and colleague networking events as required.  Exposure to grievance, disciplinary, performance management and other HR related processes with direct involvement in low level case work as deemed appropriate.  Provide accurate advice to customers verbally and in writing in the YH tone of voice   Working closely with the People and Culture Advisors shadowing day to day tasks to help build knowledge and experience with a view to ownership transference.  Shadowing people and culture roles to gain knowledge within low level employee relation cases and to gain understanding of responsibilities within the HR function  Support the cyclical policy review programme transferring information to correct templates and reviewing all our documentation ensuring YH tone of voice throughout.  Support the Central Champion in review and update of our team pages.  Your role will sit within the HR Business Partnering team however will include collaboration with Recruitment, HR Operations and Learning and Development to develop knowledge and experience.  As you can imagine, the above might not be all you’ll be responsible for in role so you might be asked to take on some other key responsibilities if they’re suitable for your role. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Eagerness to learn and develop own skills. * Good organisational skills with an ability to multitask and manage own workload and priorities in order to meet deadlines, and adapt to changing priorities. * Ability to work flexibly in line with Hub, Home and Roam principles. * Ability to exercise discretion and confidentiality. * Personal values and approach aligned with YH values. * Able to produce work of a high standard and level of attention to detail * Excellent interpersonal skills, including ability to deal with face to face, telephone and written enquiries in a courteous manner. * Willingness to make an impact * Working knowledge of Microsoft applications including Word, Excel Outlook |
| **It would be a bonus if you have:** |
| * + A passion for HR and positive ‘can do’ attitude |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |