

# Job Profile

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## Human Resources Support Apprentice

Grade: Level 3 Apprentice

Date created: January 2024

Reviewed: June 2026

### About the Job

The purpose of this role is to provide administrative and general support within the People Services department, which supports the organisation with a wide range of functions that covers the employee life cycle. People Services maintains the organisation's workforce, workplace culture and employee relations. This department carries out recruitment, training, skills development, policy implementation, legal compliance and employee relations.

### This is what we need you to do...

- Support People Services in a range of areas such as Employee Relations, Traded Services, Organisational Development, and Pay & Reward.
- Provide a wide range of support to colleagues and managers across the organisation in line with HR legislation and policy frameworks.
- To support People Services in providing managers' guidance on employee relations, including through policy development and review, and working towards answering manager employee relations queries.
- Keep up to date and informed of the latest HR legislation and regulations.
- Work alongside People Services colleagues on projects that support the organisation's strategic workforce planning agenda.
- Provide ad hoc support to colleagues within the many teams within People Services.
- As part of this role, you will be studying towards the completion of the level 3 Human Resources Support Apprenticeship Standard.

### Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the Council reserves its right to amend or add to the accountabilities listed above.

## The ideal candidate will have...

### Experience

- Experience of providing information to people using a variety of communication channels.
- Demonstration of any administration experience (personal or professional)
- Demonstration of working within a team

### Knowledge, Skills and Understanding

- Good IT skills in Microsoft Office with proficiency in Word, Excel, Outlook, and Windows Internet Browser.
- Excellent verbal communications skills.
- Excellent written communication skills.
- Creative problem-solving skills with a flexible and adaptable approach to challenges.

### Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours.
- Positive and “can do” attitude.
- Ability to work on own initiative and respond quickly to changing priorities.
- Thorough attention to detail and highly organised.
- Ability to communicate effectively at all levels.
- Excellent time management and organisational skills.
- Commitment to team working across the service area.
- Flexible and adaptable approach to working and providing information.
- Commitment to continued self-development.
- Willingness to undertake training to support the delivery of new and or changing client services.
- Committed to achieving the best outcomes, taking responsibility, being professionally curious and holding self and others to account.

### Education & Qualifications

#### Essential

- GCSEs (or equivalent), including English and Maths, at grade 4 or above

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity, or adoption), gender identity, gender expression, sexual orientation, marital status, disability or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that ‘protected characteristics’ are underrepresented in a profession or service, the Council may take ‘positive action’ to encourage applications for jobs to address this.