

Role Title: Business Support Officer - HR

Salary: Band 6

Location: Various – Mainly Sir Henry Mitchell House

Reports to: Pay, Reward and Project Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Role Summary

The HR Business Support Officer is responsible for providing efficient and confidential administrative support across employee lifecycle. The role supports key HR activities including onboarding, maintaining accurate employee records, taking accurate meeting minutes and preparing HR documentation. Working within the HR team, the post holder helps ensure HR processes are delivered consistently, in line with employment legislation, organisational policies, and data protection requirements.



Main Duties and Responsibilities

To provide a wide range of support service function to Practitioners, to include:

1. Accurately input, update and maintain employee data across HR information systems and spreadsheets, ensuring records are complete, up to date and compliant with data protection requirements.
2. Support the compilation of HR information and management data used in reports, meetings, audits, FOI and Access to Information requests in a timely and accurate manner.
3. Support the maintenance of employee files, including contracts, variations, absence records, capability documentation and other employment-related records.
4. Complete and upload employment documentation and forms, including new starter paperwork, changes to terms and leaver documentation, ensuring all required identification is obtained and verified.
5. Arrange and monitor pre-employment checks, including DBS and other recruitment checks, chasing outstanding information and maintaining clear tracking records.
6. Maintain secure electronic filing systems for all HR documentation in line with GDPR and organisational policies.
7. Provide diary management and administrative support for HR and management meetings, including booking rooms, arranging equipment, scheduling reminders for key HR deadlines and updating distribution lists.
8. Take accurate minutes at HR-related meetings such as absence, capability, disciplinary and grievance meetings, storing records securely and circulating documentation to appropriate parties in a timely manner.
9. Monitor and manage HR correspondence via shared inboxes and post, responding to routine enquiries and escalating issues as appropriate in line with HR procedures.
10. Act as a first point of contact for internal HR queries, providing clear information to managers and employees via email, teams and face-to-face communication.
11. Assist with the preparation of documentation and evidence for inspections, audits and internal reviews as required.
12. Process orders and financial transactions relating to HR activity.
13. Contribute to the review, updating and distribution of HR procedures, providing guidance and support to staff and managers on their implementation.
14. Participate in HR projects, working groups and continuous improvement activity to support the effective delivery of People and Talent services.
15. Undertake any other HR-related administrative duties as required to support service delivery.



About you

Experience

- Minimum 2–3 years' administrative experience in a similar professional services environment.
- Proven experience of maintaining accurate, up-to-date and confidential records.
- Experience of preparing and processing formal correspondence and meeting documentation.
- Experience of providing administrative and diary management support including scheduling, preparing papers and monitoring follow-up actions.
- Experience of taking accurate and timely minutes at meetings.
- Ability to demonstrate high levels of accuracy, attention to detail and confidentiality when handling sensitive information.
- Proven experience of prioritising workloads, meeting deadlines and managing competing demands in a fast-paced administrative environment.

Qualifications

- GCSE, (Level A-C in English and Maths) or equivalent.

Working Conditions

- Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.

Special Conditions:

- You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks. An DBS check will be requested.

We are an equal opportunities employer.

