

**Role Title: HR Service Desk Officer**

**Salary: Band 7/8**

**Location: Bradford, Sir Henry Mitchell House (hybrid working arrangements available)**

**Report to: HR Service Desk 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.

## People & Talent Service Overview

The People and Talent Service are currently leading the development and implementation of the Trust's People and Culture Plan, which focuses on delivering against a range of people-focused challenges, ensuring the Trust is equipped to succeed.

As the strategic partner for leaders and managers throughout the Trust, the People and Talent Service will provide services spanning the complete employee lifecycle, from understanding our workforce needs, creating appropriate workforce plans, attracting and recruiting high performing individuals, reducing our reliance on agency staff, supporting the development of all, motivating and enabling colleagues to be the best they can be, creating opportunities for progression and recognising and rewarding performance.

This is an exciting time to join the People and Talent Service as we grow, adapt, and reset our service to ensure it is aligned to the needs of the Trust's workforce.



## Role Summary

The HR Service Desk Officer will serve as the primary point of contact for employees seeking assistance with HR-related inquiries, policies, procedures, and systems. This role is integral in providing exceptional customer service and ensuring that employee needs are met efficiently and effectively.

## Main Duties and Responsibilities

1. Ensure that all queries coming into the Service Front Door (Help Desk) are recorded in CRM software so that a call number can be provided to the person raising the query.
2. Answer first line queries coming into the service desk which will encompass employee lifecycle processes, e.g., Joining, Working, Learning and Developing, Reward and Leaving the Trust.
3. Update and quality assure the CRM system to record the answer given to a question and close the call log.
4. Keep fully up to date about the Workforce & HR Service structure and be clear about which parts of the service deal with employment matters.
5. Where a call cannot be closed first time, ensure that the call is routed to the right team so that the call can be dealt with. Update the call record to confirm which team the call has been sent to and advise the customer of when they can expect an answer against pre-defined criteria.
6. Contribute to the development and maintenance of service desk procedures so that the advice given across service desk colleagues is consistent and that call record keeping is also consistent.
7. Proactively provide feedback on policy, process, forms and other guidance to ensure that it can be improved based on customer feedback.
8. Working under the supervision of HR Service Desk Manager, support low level employee lifecycle casework and be able to provide general guidance and advice to managers on this level of case working.
9. Contributes to the development of policy, process and guidance documents and provide feedback on how user friendly the materials are, offering ideas for improvement.
10. Work with Workforce Analytics, Governance and Systems team to ensure that any system changes are fully tested before they go live; ensure that system related queries are routed accordingly if they cannot be closed first time.
11. Provide to external organisations advice on advertising and learning and development and income generating opportunities.
12. Undertake any other duties as may be required.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed; the responsibility level of any other duties should not exceed those outlined above.



## About you

What we're looking for from you:

- Minimum of 2 years in a customer service or support role, preferably within HR or a related field.
- Excellent verbal and written communication skills.
- Strong problem-solving and analytical abilities.
- Proficiency with HRIS and ticketing systems.
- Ability to manage multiple tasks and prioritise effectively.
- Customer-focused with a dedication to providing high-quality service.
- Detail-oriented and organised.
- Ability to handle sensitive information with discretion and confidentiality.
- Proactive and able to work independently as well as part of a team.

