

Job Description



Job Title: HR Assistant (Resolution)	Service Area: Human Resources & Organisational Development	
Directorate: Resources	Reports to: Snr HR Consultant (Resolution)	
Grade: Scale 6	Post Number:	Evaluation Number: 7875
Date last updated: August 2026		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work. Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately. Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

To provide administrative and customer-focused support to the Resolution Team, assisting with the delivery of an efficient HR service that supports organisational and HR&OD priorities.

Act as a first point of contact for routine HR enquiries from people managers and employees across all aspects of HR policy and procedure, in line with legislative parameters.

To maintain a central record of all enquiries and ensuring a response is provided within the agreed timescales.

Job Summary

Respond to routine enquiries from managers and employees, providing the appropriate resolution, e.g., signposting to online information and guidance, response, or referral to the wider Advice and Consultancy team (where a case is more complex, or specialist advice is needed).

Support the development and maintenance of HR toolkits and other HR administration (e.g., guidance, flow charts, template letters) to enable managers to carry out their people management responsibilities.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Provide a professional advisory service in response to routine HR enquiries. This will cover the employee life cycle, including resourcing, probation, induction, performance management, employee relations cases (grievance, bullying and harassment, conduct, sickness), and organisational change.
2. Using professional judgement, in line with HR Policy and Procedures, provide advice and guidance, including direction to online resources to enable managers and employees to resolve similar queries in future. The post holder may interpret policies and procedures and decide on action in line with these guidelines.
3. To enter and maintain accurate and up to date records of all enquiries and responses in the centralised Resolution Hub.
4. Support the development and improvement of HR policy, procedure, or guidance, ensuring they are current and fit for purpose.
5. Support the dissemination and/or implementation of HR policy, procedure, guidance or other activities or initiatives.
6. Contribute to HR projects and initiatives as assigned.
7. Develop effective relationships with Transactional HR colleagues to ensure a seamless service to customers and to share best practice and drive service improvements.
8. To maintain high levels of sensitivity in relation to personal, confidential and sensitive issues.
9. Prepare routine and standard correspondence on a range of issues, making amendments as appropriate to the individual circumstances.
10. To ensure work is completed in accordance with agreed timescales, targets and service standards.
11. Responsible for continually developing own skills and professional development to maximise personal contribution to the role and wider team.

Personal Specification



Job Title: HR Officer (Resolution)	Service Area: Human Resources & Organisational Development	
Directorate: Resources	Reports to: Snr HR Consultant (Resolution)	
Grade: Scale 6	Post Number: TBC	Evaluation Number: 7875
Date last updated: August 2026		

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE: Basic understanding of HR policies and procedures and their application in reaching a successful resolution. Understanding of confidentiality and GDPR.	Application and interview
EDUCATION/QUALIFICATIONS GCSEs or equivalent including English and Maths. CIPD Level 3 or willingness to work towards.	Application

SKILLS AND ABILITIES: Proficiency in IT applications, including MS Teams, Word and Excel. Strong orientation towards customer experience and responsiveness. Good administrative and organisational skills. Good communication skills.	Application and interview
EXPERIENCE: Experience of working as part of a team to deliver organisational focused outcomes Experience of providing clear and unambiguous advice on HR issues Administrative or customer service experience. Experience maintaining accurate records.	Application and interview
PERSONAL STYLE AND BEHAVIOUR: Professional approach Ability to balance competing priorities and deliver to timescales Proactive approach and 'can do' attitude Ability to work collaboratively with others	Application and interview
OTHER SPECIAL REQUIREMENTS: None	