

**Midland Metro Limited (MML) – HR Officer**

<b>Post Title:</b>	HR Officer
<b>Department:</b>	HR & OD Department
<b>Location:</b>	Wednesbury, West Midlands
<b>Reporting to:</b>	Head of HR & OD
<b>Direct Reports:</b>	1 to 2
<b>Role Purpose:</b>	An experienced HR professional is required for this newly created role, to provide the business with support as it continues to grow. The HR Officer will deal with day to day HR related enquiries and provide advice and guidance to managers on employment issues, whilst also providing support to the Head of HR & OD based at in Wednesbury.
<b>Role Responsibilities:</b>	<ul style="list-style-type: none"> <li>• Administration of employee HR system.</li> <li>• A strong and confident communicator both written and verbal.</li> <li>• Good attention to detail and can work on their own initiative.</li> <li>• This post will cover the day to day operational HR processes within MML and act as the main contact point for HR queries.</li> <li>• Assisting the Head of HR in co-ordinating recruitment &amp; selection activities across the MML.</li> <li>• Undertaking of the onboarding and induction process for all new staff.</li> <li>• Ensuring that all HR records are up to date, complete and compliant with legislation.</li> <li>• Interface with payroll on joiners, leavers and all employee changes.</li> <li>• Providing support to Head of HR on key issues such as absence management, disciplinaries, grievance capability and employee health issues.</li> <li>• Assisting the Head of HR in ensuring legislation, policy and best practice guidelines are followed.</li> <li>• Supporting managers in disciplinary, grievance and capability matters, including conducting investigations, attending hearings and taking appropriate notes.</li> <li>• Update and publish regular Communications on our Mya our staff app</li> <li>• Participate in engagement and communication with MML Staff.</li> <li>• To undertake ad hoc project work.</li> <li>• Production of monthly HR Reports and Statistics</li> </ul>

	<ul style="list-style-type: none"> <li>• Co-ordination of training activities on monthly basics.</li> <li>• Co-ordinate Occupational Health appointments and activities.</li> <li>• To assume delegated responsibility in the absence of Head of HR &amp; OD.</li> <li>• To be fully Proficient in Office 365 with proven skills in excel and power point.</li> </ul>
<b>Training:</b>	<ul style="list-style-type: none"> <li>• To undertake any training which is relevant to the job role.</li> </ul>
<b>Health &amp; Safety:</b>	<ul style="list-style-type: none"> <li>• To comply with Health and Safety Instructions and directives in accordance with Company policies and procedures.</li> </ul>
<b>Decision Making Authority:</b>	<ul style="list-style-type: none"> <li>• Will be able to assume responsibility in the absence of the Head of HR.</li> </ul>
<b>People Management:</b>	<ul style="list-style-type: none"> <li>• To have responsibility for some HR &amp; OD team members.</li> </ul>
<b>Legislation &amp; Compliance:</b>	<ul style="list-style-type: none"> <li>• In common with the whole of the Rail Industry, the successful applicant will be required to pass a stringent drugs and alcohol test.</li> </ul>

### Person Specification – HR Officer

Tasks:	Level of Experience	Desirable Or Essential
<b>Work Experience:</b>	<p>The suitable candidate will be able to demonstrate the following competences:</p> <ul style="list-style-type: none"> <li>• Proven experience in HR and a similar level</li> <li>• Excellent knowledge of employment law</li> <li>• Experience of dealing with a wide range and volume of ER cases</li> <li>• HR experience of working within a Service Delivery sector</li> <li>• Experience in complying HR Statistics</li> </ul>	Essential
<b>Education:</b>	<ul style="list-style-type: none"> <li>• To have GCSE Maths and English at Grade C or above</li> <li>• CIPD level 5 -7</li> </ul>	Desirable
<b>Managing People:</b>	<ul style="list-style-type: none"> <li>• To work alongside other departments within the Company</li> <li>• People management of a small team</li> </ul>	Essential
<b>Communication:</b>	<ul style="list-style-type: none"> <li>• Must have excellent interpersonal skills</li> <li>• Good attention to detail</li> <li>• Good communication skills, both written and verbal</li> </ul>	Essential
<b>Additional Qualities:</b>	<ul style="list-style-type: none"> <li>• Have experience with training, coaching or mentoring staff.</li> <li>• Experiment in dealing with complex ER case work</li> <li>• Managing Change</li> </ul>	Essential
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• To be trustworthy</li> <li>• To be reliable and punctual</li> </ul>	Essential
<b>Driving through Change:</b>	<ul style="list-style-type: none"> <li>• To support and coordinate projects</li> </ul>	Desirable
<b>Drugs &amp; Alcohol</b>	<ul style="list-style-type: none"> <li>• To undertake drugs and alcohol testing in line with current company procedures and policy.</li> </ul>	Essential