



ABOUT THE JOB

Job title:	Executive Assistant (HR)		
Reporting to:	Head of Fleet Services / CEO	Job Band:	C
Direct Reports:	0	Size of Team:	6

The job holder will be part of the Fleet Services team reporting directly to the Head of Fleet Services on HR matters and executive support. In addition, the Fleet Services Supervisor may allocate tasks which may change from time to time due to business requirements or to allow development opportunities for members of the team.

The job holder will;

- Provide high quality, effective and consistent professional advice and support for all HR related matters. Undertake specialist and general HR tasks as required and appropriate to the role. Assist the Head of Fleet Services in the development of the team and the delivery of high-quality administrative support.
- In liaison with the Fleet Services Supervisor, develop and implement procedures, systems and working practices utilising the computerised fleet management systems and assist in the administration of vehicle-related support activity

Key Responsibilities

- ⇒ Deliver a flexible, customer focussed and professional first line HR response, providing advice and guidance through all aspects of the employee life cycle, which is consistent and legally compliant.
- ⇒ Undertake a broad range of HR related projects as directed by senior staff. Research analyse and present findings, formulate recommendations where appropriate and ensure the implementation is undertaken in accordance with agreed parameters.
- ⇒ Maintain a suite of accurate document templates, ensuring these are accessible to the team, kept up to date and in line with contractual and statutory requirements.
- ⇒ Monitor employee performance and wellbeing, ensuring that all are organised and satisfied in their working environment, including health and safety and training.

- ⇒ Maintain and update HR database systems, ensuring accurate and proper record-keeping of employee information in electronic and digital format in line with our obligations under GDPR.
- ⇒ Responsible for the dip sampling and quality assuring of the HR system to ensure accuracy taking appropriate action to resolve.
- ⇒ Provide administration support in relation to the payroll process including calculation of overtime and call-out hours.
- ⇒ Arrange meetings, prepare and circulate supporting papers and maintain Action Logs as directed.
- ⇒ Maintain comprehensive fleet records via use of fleet management systems to ensure that they effectively meet ESFM standards, policies and procedures.
- ⇒ Prepare reports and undertake general administrative duties including, but not limited to, filing, data inputting, word processing, photocopying and post collection and distribution.
- ⇒ Ensure all documentation associated with the vehicle fleet is completed accurately and within agreed timescales.
- ⇒ Ensure that risks to the company or the clients' services which may affect their ability to provide services as usual now or in the future are identified and escalated to the appropriate line manager at the earliest opportunity.
- ⇒ Undertake any additional duties as may be determined by management commensurate with the nature and grading of the post and deemed to be in the interests of the efficient and effective functioning of the organisation.
- ⇒ Provide cover in the absence of any member of the fleet services team as appropriate.

You will

- Be able to work on your own initiative
- Be able to communicate effectively at all levels
- Be able to work on your own or as part of a team, contributing positively and effectively
- Be able to travel to and work at other locations within the Humberside region
- Be willing to learn new skills and adapt working style as appropriate

Person Specification

This is a specification of the skills, experience etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent at Grade C incl. English and Maths	✓	
CIPD level 5 qualified in HR management with CPD maintained through active membership of an appropriate professional body.	✓	
Fully conversant in the principles and techniques associated with HR practice with a working knowledge of employment legislation.	✓	
Level 2/3 NVQ in Business and Administration		✓
Experience		
Previous experience of providing first level advice on HR policies and procedures, employment law and employee relations issues.	✓	
Excellent IT skills specifically MS Office; particularly Word, Excel and Outlook and knowledge and experience of database management and their role in providing accurate management information.	✓	
Previous experience in an advisory and supportive role, providing advice to managers on a wide range of issues in a manner which is easily understood.	✓	
Experience of HR support provision in an emergency services environment		✓
General Fleet administration experience and knowledge of meeting protocol.	✓	
Skills, knowledge and abilities		
Excellent interpersonal skills with the ability to communicate effectively at all levels	✓	
Able to consistently demonstrate significant attention to detail	✓	
Excellent written and oral communication skills.	✓	
Ability to prioritise workload and meet deadlines.	✓	
Good understanding of the importance of customer service and working with clients	✓	
Supports others to resolve conflict and build trust before issues escalate.	✓	
Awareness of Health and Safety issues relating to office, stores and workshop environments	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing needs of ESFM. It is expected that the job holder will be as positive and flexible as possible in using this document as a framework.

Initials:	Date of preparation: 30/04/24
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