

JOB PROFILE



JOB TITLE:	Human Resources Assistant (Health and Wellbeing Team)
SALARY GRADE:	Grade 4
JE REFERENCE:	A6777
DIRECTORATE:	People and Organisational Development
TEAM:	Health and Wellbeing Team
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	HR Advisor (Health and Wellbeing)

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE

The post holder will provide comprehensive, efficient, and confidential administrative and clerical support to the Service Health and Wellbeing team as part of the People and Organisational Development function.

They will act as a primary point of contact for service personnel regarding all health and wellbeing queries. This role ensured the smooth day-to-day coordination of the medical clinics and appointments, data monitoring, sickness pay processing and a wide range of associated related tasks within the Health and Wellbeing Team.

KEY AREAS OF RESPONSIBILITY**General Duties**

1. To provide full administrative support to colleagues in managing all stages of People and Organisational Development's (POD) policies and procedures.
2. To attend meetings in a minute taking capacity and maintain action logs as appropriate.
3. To coordinate various POD processes in accordance with strict legal and organisational deadlines, supporting all teams within the POD function.
4. To input information accurately onto relevant HR applications.
5. To interrogate data to provide monthly, quarterly and annual statistics as necessary that will be distributed to senior managers and internal and external partners.
6. To provide general advice and guidance regarding People and Organisational Development procedures.
7. To issue correspondence as necessary relating to People and Organisational Development procedures.

Specific Duties

8. To assist in the administration of the Services Health and Wellbeing Team procedures including but not limited to the management of the clinical team's diaries, booking medical appointments, processing referrals and liaising with management regarding referral outcomes and appointments.
9. To maintain and update employees' electronic records.
10. To monitor sickness absence processes including but not limited to GP note recording, sickness absence records and Statutory Sick Pay DSS/ESA calculations.
11. To manage the Health and Wellbeing central inbox and telephone lines, answering general queries about health and wellbeing.
12. To assist in the collation and administration of the Complex Case Review list.

13. To assist the team in the administration of procedures relating to both physical fitness including the weight management protocol and mental health support including counselling referrals and administrative assistance for the post trauma support programme.
14. To process Subject Access Requests for the Team.
15. To maintain accurate, excel spreadsheets including but not limited to health screening and budgets.
16. To assist and support the absence management process.
17. To support health promotion initiatives that encourage a positive health message in the Service.
18. To support managers in ensuring Authority policies and procedures pertaining to Health and Wellbeing are adhered to by providing guidance and advice.
19. To undertake any other duties deemed suitable by the Authority commensurate with the grade.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

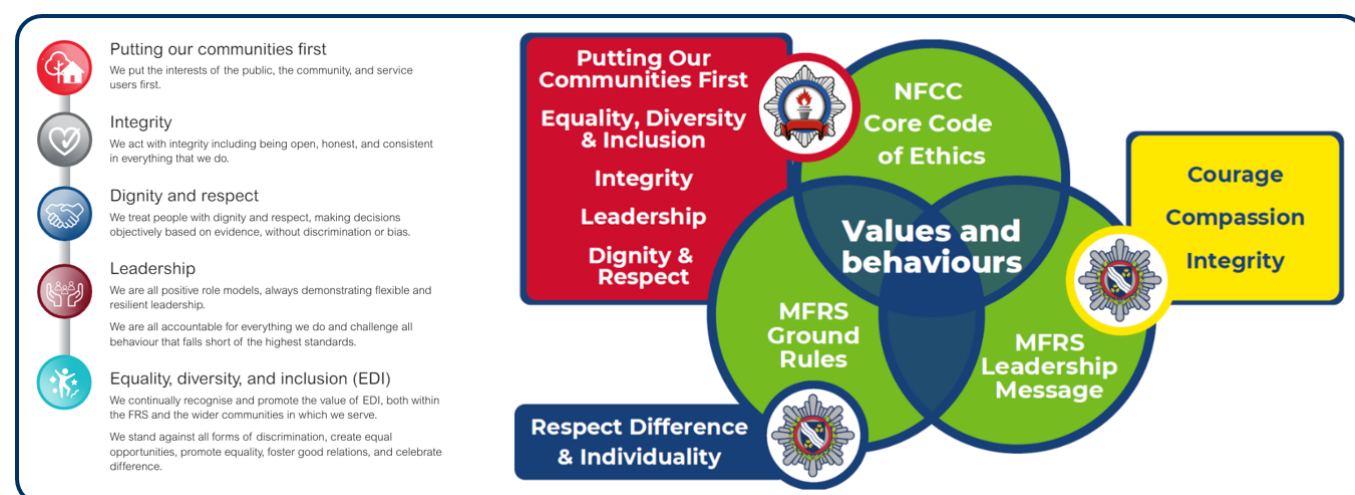
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

10.08.26

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Human Resources Assistant (Health and Wellbeing)	Team:	Health and Wellbeing Team
Salary grade:	Grade 4	Directorate:	People and Organisational Development
JE Reference:	A6777		

QUALIFICATIONS & TRAINING	ESSENTIAL/DESIRABLE	ASSESSED BY
G.C.S.E Maths and English Language Grade C or above (or equivalent)	E	PD
Level 2 ICT Qualification e.g. ECDL (or similar)	D	PD
KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE	ASSESSED BY
Experience of working in an office environment	E	A&I
Experience of data input	E	A&I
Experience at working as part of a team	E	A&I
Experience of working in a Health/HR environment	D	A&I
Experience of working within a confidential environment	D	A&I
Knowledge of Microsoft packages in particular Word, Excel and Outlook	E	A&I
Knowledge of HR Information Management Systems	D	A&I
SKILLS & ABILITIES	ESSENTIAL/DESIRABLE	ASSESSED BY
Effective interpersonal and communication skills both verbal and written	E	A&I
Ability to deal with confidential information in a professional and appropriate manner	E	A&I
Methodical and organised approach to work	E	A&I
Accuracy and attention to detail	E	A&I
Ability to demonstrate initiative and challenge where appropriate	E	A&I
Excellent time management skills, with the ability to multitask and prioritise	E	A&I
Able to work independently	E	A&I
Able to work to reoccurring and strict deadlines and the ability to manage and meet these deadlines	E	A&I
Strong customer focus and a desire to deliver a quality service	E	A&I
Good problem-solving skills and ability to generate innovative appropriate solutions	E	A&I
WORK RELATED CIRCUMSTANCES	ESSENTIAL/DESIRABLE	ASSESSED BY
A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	E	A & I
Meet the medical and fitness standard required for the role	E	MFRS
Disclosure Barring Service check, verification of unspent criminal records will be undertaken in the in the form of a standard disclosure barring service check	E	MFRS
Work flexibly during busy periods	E	A&I
Full UK Driving Licence	D	PD

A	Application	I	Interview	PD	Produce Documentation	MFRS	If successful & conditionally offered the role, MFRS will facilitate
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