

Job Description and Person Specification

People Services Employee Relations Apprentice

Job Details	
Grade	Apprentice
Service	Employee Relations
Location	City Wide
Job Evaluation Code	N/A

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>To support the effective delivery of People Services by providing high-quality administrative, organisational and customer service support across HR functions. The postholder will assist in maintaining accurate HR records, coordinating meetings, responding to routine enquiries, and contributing to the continuous improvement of HR processes, while working towards the Level 3 HR Support Apprenticeship Standard.</p>

Key Responsibilities and Accountabilities	
Organise and coordinate meetings (online and face to face) including sending invitations, organising and preparing agendas, collating and distributing papers,	
Advise and respond efficiently to a range of HR queries and correspondence both written and verbal	
Keep records up to date using HR systems to keep accurate records	
Assist in the preparation of management information reports	
Use initiative and established procedures to resolve queries at the first point of contact or escalate when appropriate within agreed timescales and procedure	
Build and develop effective relationships at all levels of the organisation, and with customers and suppliers	
Maintain confidentiality and data protection standards.	
Contribute to continuous improvement of HR processes.	
Work towards and complete Level 3 HR Apprenticeship Standard	

Key Relationships			
External:	West Midlands Employers HMRC Professional networks Academy Trusts Suppliers WMCA CIPD University of Warwick/Coventry	Internal:	People Services including Health, Safety and Well-Being, Pay and Reward, Resourcing, Org Development Service Directors /Managers Trades Unions Standard Information; Information Governance

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

N/A

Person Specification

Requirements

Knowledge	Basic knowledge of the services that are provided by Local Government
Knowledge	An understanding of data protection and the importance of confidentiality when working with sensitive data and information.
Knowledge	Basic digital and ICT skills.
Skills And Ability	Ability to work in and contribute to a team
Skills And Ability	Good level of accuracy and able to pay attention to detail
Skills And Ability	Ability to handle confidential and/or sensitive information with appropriate discretion
Skills And Ability	Ability to identify improvements to processes and systems and to share the recommendations with the wider team.
Experience	Experience of providing excellent customer service either face to face or over the telephone
Experience	Working knowledge and experience of Microsoft Office, including PowerPoint, Word, Excel & Outlook
Experience	Good organisational skills with ability to prioritise work and work accurately to meet deadlines

Qualification	Working towards a level 3 CIPD
Education	<p>Age at start of Apprenticeship 16-18: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 2.</p> <p>If not, you will be required to complete Level 2 Functional Skills in Maths and English as part of the apprenticeship.</p> <p>Age at start of Apprenticeship 19+: GCSE Maths and English at grade 4/C or above, or equivalent e.g. Functional Skills Level 2.</p> <p>If not, you must achieve a minimum a minimum of Functional Skills Entry Level 3 as part of the assessment process.</p>

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? No			
Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Nicole Powell		
Job Title:	Head of ER	Date:	04/02/2026