

**Level 3 HR Support Skills Scan**

**Occupational Profile:**

This exercise is designed to check out which level of qualification is appropriate for you. Simply answer the questions using the descriptors here.

I don’t do this at all - 0

I do this occasionally - 1

I do this regularly - 2

This is my responsibility - 3

HR Professionals in this role are typically either working in a medium to large organisation as part of the HR function delivering front line support to managers and employees, or are a HR Manager in a small organisation. Their work is likely to include handling day to day queries and providing HR advice; working on a range of HR processes, ranging from transactional to relatively complex, from recruitment through to retirement; using HR systems to keep records; providing relevant HR information to the business; working with the business on HR changes. They will typically be taking ownership for providing advice to managers on a wide range of HR issues using company policy and current law, giving guidance that is compliant and where errors could expose the organisation to employment tribunals or legal risk.

**Enter your score here**

|  |  |  |
| --- | --- | --- |
| Area | Required skills |  |
| Service delivery | Providing solutions, advice and support primarily to managers |  |
| Uses agreed systems and processes to deliver service to customers. |  |
| Meet agreed individual and team KPIs in line with company policy, values, and standards. |  |
| Plans and organises their work, often without direct supervision, to meet commitments and KPIs. |  |
| Problem solving | Uses sound questioning and active listening skills to understand requirements and establish root causes before developing HR solutions. |  |
| Takes ownership through to resolution, escalating complex situations as appropriate |  |
| Communication | Deals effectively with customers/colleagues, using sound interpersonal skills and communicating well through a range of media eg phone, face to face, email, internet. |  |
| Builds trust and sound relationships with customers. |  |
| Handles conflict and sensitive HR situations professionally and confidentially. |  |
| Teamwork | Consistently supports colleagues/collaborates within the team and HR to achieve results. |  |
| Builds/maintains strong working relationships with others in the team and across HR where necessary. |  |
| Process Improvement | Identifies opportunities to improve HR performance and service; acts on them within the authority of their role. |  |
| Supports implementation of HR changes/projects with the business. |  |
| Managing HR information | Maintains required HR records as part of services delivered. |  |
| Prepares reports and management information from HR data, with interpretation as required. |  |
| Personal Development | Keeps up to date with business changes and HR legal/policy/process changes relevant to their role. |  |
| Seeks feedback and acts on it to improve their performance and overall capability. |  |
| Business Understanding | Understands the structure of the organisation; the products and services it delivers; the external market and sector within which it operates; where their role fits in the organisation; the ‘Values’ by which it operates and how these apply to their role. |  |
| HR Legislation and Policy | Basic understanding of HR in their sector and any unique features. Good understanding of HR legislation and the HR Policy framework of the organisation. Sound understanding of the HR Policies that are relevant to their role. Knows where to find expert advice. |  |
| HR Function | Understands the role and focus of HR within the organisation; its business plan / priorities and how these apply to their role. |  |
| HR Systems and Processes | Understands the systems, tools and processes used in the role, together with the standards to be met, including the core HR systems used by the organisation. |  |

**Totals:**

|  |  |  |  |
| --- | --- | --- | --- |
| **3’s** | **2’s** | **1’s** | **0’s** |
|  |  |  |  |

**Check your scores here**

Where you have tended to score mainly threes and some twos, then this is most likely to be the correct level for you.

With a score of mainly 2s and some 1s or 0s, you should try out the questions or the next level up or down, as seems appropriate. To decide whether the level is up or down, look at scores of 0 or 1 and ask yourself why you gave that score – this should make it clear to you whether the level is too high or too low. Look for the level which gives the highest score – this is the most appropriate for you.

Where your score is mainly noughts and ones you are almost certainly a higher or lower level, so try out the appropriate questions to confirm this.

Please discuss with your assessor for further guidance.

Learner Signature and Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Assessor Signature and Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_