



WORCESTER COLLEGE
UNIVERSITY OF OXFORD

Job Description & Person Specification

Job Title	HR Apprentice (Fixed Term Contract)
Department	Human Resources
Responsible to	HR Operations Manager
Grade	Apprentice
Date	October 2026

The Human Resources Department

The HR Department at Worcester College provides HR services for academic and professional staff matters whilst ensuring a consistent and efficient approach to people management across the College, supporting line managers and staff with generalist HR advice. The Department contributes to, and supports the delivery of the College's core activities and key strategic ambitions through HR activity throughout the employee life cycle.

The HR Department includes a HR Director, HR Operations Manager, HR Assistant and HR Apprentice.

Job Purpose and Responsibilities

To provide support on a range of HR and administrative activities, helping to ensure the smooth running of HR operations across the College, working alongside the HR Assistant and reporting into the HR Operations Manager.

To undertake the CIPD Level 3 Foundation Certificate in People Practice and Level 3 HR Support Apprenticeship. Attendance at this training and successful completion of the apprenticeship is an essential requirement of this post.

Key responsibilities:

- Work alongside the HR Assistant to provide the first point of contact for enquiries from employees and line managers by phone, email, Helpdesk tickets and face-to-face, answering

Staff are requested to work in a way which reduces their environmental impact and uses resources effectively. This includes commitment to the College Environmental Sustainability Policy, and Procurement and Purchasing Policy.

questions on the administration of HR processes including recruitment, or redirecting queries as appropriate.

- Support with the accurate recording of employee data in the HR Information System, taking account of GDPR requirements and confidentiality. Support the HR Operations Manager with the development of the HRIS and related projects regarding employee records.
- Recruitment administration including advertising, job description, shortlisting and interview preparation, and updating the website, where required.
- Support with the preparation of contracts (including casual engagements and volunteer agreements), and conducting new starter checks, including supporting with the administration of employee benefits.
- Support with administration of in-house training plans and course bookings, including booking rooms, refreshments and parking, and liaising with the Lodge to meet visitors.
- Support with off-boarding processes including preparing acknowledgement letters and notifications to relevant departments.
- Support with the administration of contract variations, approvals, correspondence and so on.
- Provide general administrative support to the HR team, as required.
- Respond to emails and Helpdesk calls within a timely, professional and accurate manner.

This list is not exhaustive. The post holder will also be expected to carry out such duties as befits the grade and responsibilities of the role.

On a personal basis you are expected to:

- a. take responsibility for your personal development and be willing to undertake training to improve your performance and knowledge
- b. provide the highest quality services and work to continually improve standards
- c. comply with the College's Equal Opportunities Policy and treat staff, students, colleagues, and potential employees with dignity and respect at all times
- d. understand your responsibilities under Worcester College's policies and procedures and ensure that you comply with them
- e. perform duties not specifically identified in the job description but which are in line with the general responsibilities of the post

The job description may from time to time be amended by the College and in addition to the duties set out in it you may, from time to time, be required to undertake additional or other duties within your professional capabilities as are necessary to meet the needs of the College

Staff are requested to work in a way which reduces their environmental impact and uses resources effectively. This includes commitment to the College Environmental Sustainability Policy, and Procurement and Purchasing Policy.

Person Specification

Candidates will be assessed based on the criteria set out below and should ensure that their application provides evidence of how they meet the criteria. Examples of relevant experience need not be just from work; candidates may wish to give examples from study, voluntary work or skills gained in other areas of their life.

	Area to be assessed:	How Measured:
	ESSENTIAL	
1	Educated to Level 2 (GCSE, or equivalent)	Application Form
2	Ability to clearly and accurately communicate verbally and in writing	Application Form / Interview
3	Strong organisational skills and attention to detail, with the ability to manage workload and meet deadlines.	Application Form / Interview
4	An interest in pursuing a career in Human Resources	Application Form
5	Willingness to learn, and a positive, proactive attitude	Interview
6	Experience of providing a high level of customer service	Application Form
7	Ability to work independently and as part of a team	
8	Experience in relevant administrative work including the ability to use Microsoft Office packages	Application Form
	DESIRABLE	
1	Experience in working in HR	Application Form

Staff are requested to work in a way which reduces their environmental impact and uses resources effectively. This includes commitment to the College Environmental Sustainability Policy, and Procurement and Purchasing Policy.