**Job Description**

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| **Role Title** | HR Hub Improvement Advisor  |
| **Role Profile** | Specialist |
| **Service/Team** | Workforce Talent and Business Partnering |
| **Reports to** | Strategic HR Business Partner |
| **Responsible for** | N/A |
| **Career Grade** | Band I |

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| **Job Overview** |
| This role supports the transformation of the HR digital experience by coordinating the development and maintenance of the HR Hub, improving the customer journey for employees and managers, and leading the implementation of an AI-powered chatbot. The role blends high-level specialist administrative coordination with digital innovation to enhance self-service and streamline access to HR information. |

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| **Key Responsibilities** |
| HR Hub CoordinationLead the structural design and improvements to the HR Hub to ensure intuitive navigation and logical content flow.* Audit and update existing HR content, ensuring accuracy, clarity, and relevance.
* Liaise with HR teams and content owners to ensure timely updates and accurate links.
* Maintain a content governance process to ensure consistency and quality across the HR Hub.

Customer Journey Improvement* Simplify complex HR content to improve accessibility and understanding for all users.
* Remove unnecessary legal or technical jargon to enhance clarity and usability.
* Collaborate with stakeholders to map and improve end-to-end service experience.
* Gather and act on user feedback to continuously improve the digital HR experience.

AI Chatbot Development* Working with colleagues in IT, lead the design and implementation of an AI chatbot that integrates with the HR Hub.
* Work with technical teams to train the chatbot using HR Hub content and FAQs.
* Monitor chatbot performance and user interactions to refine responses and improve accuracy.
* Promote chatbot adoption and self-service culture across the organisation.
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| **Personal Specification** |
|  **Knowledge, qualifications, and experience*** Appropriate IT/Systems Management or Data qualification or employee experience (HR) at degree level or equivalent experience
* Excellent knowledge of Microsoft Office including advanced Excel skills and the ability to draw analysis and reports.
* Knowledge of the processes and regulations relating to data protection.
* Ability to work independently and collaboratively with a range of diverse stakeholders.
* Ability to translate technical concepts and information into more accessible language for non-specialists.
* Effective communication, collaboration, and problem-solving skills.
* Experience in digital content management, service design, or HR systems coordination.
* Familiarity with AI tools, chatbot platforms, or digital self-service technologies.
* Strong understanding of user experience principles and content accessibility.

 **Personal qualities and attributes*** Passion for improving employee experience through digital innovation
* A willingness to embrace change and innovation.
* A respect for diverse perspectives and experiences
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