

HR Service Desk Officer

FF06 HR, recruitment and L and D · ISCO-08 4416 · CBS 0431 Administrative staff · seniority junior · Also known as: HR Helpdesk Agent, HR Contact Centre Officer

Answers first line questions from employees about leave, contracts and schemes, processes simple changes and escalates more complex questions to an hr adviser.

The hr service desk officer is the first point of contact for employees with questions about their terms of employment and works with fixed knowledge articles and systems. Unlike the hr officer who processes full files, the emphasis here is on speed of first response and correct escalation. Selection often looks at system skill, while recognising when a seemingly simple question hides a sensitive case and must be escalated makes the difference in practice between a satisfied and a frustrated employee.

Key figures for this profile

25 skills · 5 competencies to measure · 6 knockout skills · centre of gravity: Professional knowledge domains 28%, Leadership and organising 24%, Collaboration and interpersonal effectiveness 17%

1 Competencies to measure

These are the behavioural and ability constructs in this profile. Each one shows which hrmforce questionnaire measures it.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
Listening and probing Competency (50-framework): Listen	 N3	Big Fifty, 360 Feedback	360-degree feedback	Summarises both the content and the feeling of the other party and probes until the real interest behind the request becomes visible.

Competencies to measure	Target level	hrmforce instrument	Assessment method	Behavioural anchor at target level
interpersonal sensitivity Competency (50-framework): Sensitivity	 N3	Big Fifty, 360 Feedback, Colour Profile (Jung)	Personality questionnaire	Names observed tension or reticence during a conversation and adapts tone, pace and wording accordingly.
organisational awareness Competency (50-framework): Organizational Sensitivity	 N3	Big Fifty, Competency Check, 360 Feedback	Situational Judgement Test	Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.
integrity and dependability Competency (50-framework): Integrity	 N3	Big Fifty (Integrity Scale), 360 Feedback, Structured interview	Personality questionnaire	Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.
independence Competency (50-framework): Independence	 N2	Big Fifty, 15PF	Personality questionnaire	Forms an own opinion on a familiar issue and compares it with the advice of a colleague.

2 Full skill profile

Every skill in this profile, sorted by weight. The behavioural anchor under each skill belongs to the target level.

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Advisory skill Reframes the question behind the question, offers two supported options with consequences and agrees a decision moment.	 N3	5	yes	Assessment centre	Competency Check, Structured interview
V	Recruiting and selecting Sets selection criteria, conducts structured interviews with the same questions per candidate and records the judgement traceably.	 N3	5	yes	Structured interview	Structured interview, Knowledge test (client-specific), Work sample test
K	HR policy and instruments Independently applies HR instruments to a department's issues and advises the manager on their appropriate use.	 N3	5	yes	Knowledge test	Knowledge test (client-specific), Competency Check
G	Listening and probing Summarises both the content and the feeling of the other party and probes until the real interest behind the request becomes visible.	 N3	4	no	360-degree feedback	Big Fifty, 360 Feedback

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Service calls and telephone contact Settles unusual questions within a single call, keeps call time under control and audibly summarises the agreement made.	 N3	4	yes	Work sample test	Work sample test, Communication Styles
G	interpersonal sensitivity Names observed tension or reticence during a conversation and adapts tone, pace and wording accordingly.	 N3	4	no	Personality questionnaire	Big Fifty, 360 Feedback, Colour Profile (Jung)
G	organisational awareness Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.	 N3	4	no	Situational Judgement Test	Big Fifty, Competency Check, 360 Feedback
G	integrity and dependability Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.	 N3	4	no	Personality questionnaire	Big Fifty (Integrity Scale), 360 Feedback, Structured interview
K	Applying basic employment law Looks up in the collective agreement or staff handbook which rule applies to a question.	 N2	4	yes	Knowledge test	Knowledge test (client-specific)

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Employer branding and recruitment Posts a vacancy in the standard text format and tracks candidate responses in the system.	 N2	4	no	Work sample test	Work sample test, Competency Check
K	Assessment and selection methodology Administers a test under supervision according to the manual and records the outcomes without own interpretation.	 N2	4	yes	Certificate or diploma	Competency Check, Knowledge test (client-specific)
V	Organising learning and development Arranges the practical side of a training course under guidance and tracks participation and cost.	 N2	4	no	Portfolio or evidence	Development Review, Competency Check
V	Prioritising and weighing options Completes the own tasks in the agreed order and reports it when two tasks clash with each other.	 N2	3	no	Work sample test	Competency Check, Work sample test
G	Independence Forms an own opinion on a familiar issue and compares it with the advice of a colleague.	 N2	3	no	Personality questionnaire	Big Fifty, 15PF
V	Coaching Asks a colleague after a job what went well and what they would do differently next time.	 N2	3	no	Simulation	Competency Check, 360 Feedback, Development Review

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
V	Change management Adapts own way of working to an announced change and asks for explanation when steps are unclear.	 N2	3	no	Assessment centre	Competency Check, 360 Feedback
V	Workforce planning and strategic workforce planning Supplies data on staffing and turnover and checks the personnel list for errors and duplicates.	 N2	3	no	Work sample test	Knowledge test (client-specific), Work sample test
V	Applying reward and job evaluation Looks up the correct salary scale for a job and checks the data in the personnel system.	 N2	3	no	Knowledge test	Knowledge test (client-specific), Work sample test
V	Designing training and instruction Drafts a programme for one work instruction using a template and submits it to the trainer.	 N2	3	no	Portfolio or evidence	Portfolio, Work sample test
K	GDPR and privacy in practice Processes personal data only according to the applicable work instruction and refers doubtful cases to the privacy officer.	 N2	3	no	Knowledge test	Knowledge test (client-specific)

T	Skill	Target level	Weight	Knockout	Assessment method	hrmforce instrument
K	Labour relations and works councils Prepares the meeting documents for the works council and tracks the agreements made and their deadlines.	 N2	3	no	Knowledge test	Knowledge test (client-specific), Competency Check
K	Working conditions and absence policy Registers absence reports according to procedure and flags when a statutory step in the file is due.	 N2	3	no	Knowledge test	Knowledge test (client-specific), Development Review
V	Data analysis Carries out a predefined analysis step on a supplied data set and records the outcome in the agreed format.	 N1	2	no	Work sample test	Ability Scan, Work sample test
V	Prompting and task delegation to AI Gives an AI tool a single task with a clear question and required format and uses the result after checking it.	 N1	2	no	Work sample test	Work sample test, Portfolio
V	Payroll administration Enters submitted payroll changes into the payroll package and checks them for completeness against the checklist.	 N1	1	no	Knowledge test	Knowledge test (client-specific), Work sample test

3 Levels per seniority

The same profile with the job family seniority adjustment applied. Target levels are clamped to 1 to 5.

Skill	junior	medior
Advisory skill	N3	N4
Recruiting and selecting	N3	N4
HR policy and instruments	N3	N4
Listening and probing	N3	N3
Service calls and telephone contact	N3	N4
interpersonal sensitivity	N3	N4
organisational awareness	N3	N4
integrity and dependability	N3	N4
Applying basic employment law	N2	N3
Employer branding and recruitment	N2	N3
Assessment and selection methodology	N2	N3
Organising learning and development	N2	N3
Prioritising and weighing options	N2	N3
independence	N2	N3
Coaching	N2	N3
Change management	N2	N3
Workforce planning and strategic workforce planning	N2	N3
Applying reward and job evaluation	N2	N3
Designing training and instruction	N2	N3
GDPR and privacy in practice	N2	N3
Labour relations and works councils	N2	N3
Working conditions and absence policy	N2	N3
Data analysis	N1	N2

Skill	junior	medior
Prompting and task delegation to AI	N1	N2
Payroll administration	N1	N2

4 The proficiency scale

Level	Label	Autonomy	Complexity	Scope	Depth of knowledge
N1	Guided	works under supervision and follows instruction	routine, one variable at a time	own task	basic understanding of terminology
N2	Applying	works independently within set frameworks	familiar situations with limited variation	own role	working knowledge, applies standard approach
N3	Proficient	sets own approach and seeks input proactively	several variables, some ambiguity	own team or process	thorough knowledge, weighs alternatives
N4	Advanced	directs others and decides on the approach	complex, with conflicting interests	several teams or a department	in-depth knowledge, advises others
N5	Leading	sets the standard and the policy	strategic, under high uncertainty	organisation, value chain or profession	authority, advances the profession

5 Behavioural anchors per skill

Anchors sit at N1, N3 and N5. N2 and N4 are deliberately not anchored: raters interpolate between them, following the O*NET convention.

Skill	N1	N3	N5
Advisory skill Sharpening the question of a client and delivering a well founded recommendation in a way that the receiver adopts and implements it.	Supplies requested information and explains a standard recommendation following the fixed structure used by the team.	Reframes the question behind the question, offers two supported options with consequences and agrees a decision moment.	Advises the board on issues with conflicting interests, challenges established assumptions and safeguards the quality of advice across the organisation.
Recruiting and selecting Defining vacancies sharply, attracting candidates and making a substantiated selection choice using fixed criteria, structured interviews and assessment instruments.	Carries out recruitment tasks such as posting a vacancy text and scheduling interviews according to procedure.	Sets selection criteria, conducts structured interviews with the same questions per candidate and records the judgement traceably.	Sets the selection policy of the organisation, chooses instruments on validity and equal opportunity and monitors the quality of appointments.

Skill	N1	N3	N5
HR policy and instruments Develops and manages HR instruments such as job architecture, appraisal, reward and mobility and links them to the organisation's staffing needs.	Explains to an employee which HR scheme applies and refers deviant situations to the adviser.	Independently applies HR instruments to a department's issues and advises the manager on their appropriate use.	Determines the organisation's HR policy, links it to the strategy and sets frameworks for all HR instruments.
Listening and probing Taking in the message of the other party fully, checking whether it is understood correctly and using targeted questions to surface underlying interests and assumptions.	Lets the other person finish speaking, takes notes and afterwards asks about anything that stayed unclear.	Summarises both the content and the feeling of the other party and probes until the real interest behind the request becomes visible.	Picks up sensitive signals in conversations with directors and supervisors and uses them to adjust organisational policy in good time.
Service calls and telephone contact Handling client contacts by telephone and chat with a fixed structure, controlled questioning and a closing that contains a concrete agreement.	Answers according to the script, registers the question in the system and transfers the caller to the right colleague.	Settles unusual questions within a single call, keeps call time under control and audibly summarises the agreement made.	Designs conversation models and quality standards for the contact centre and reviews recordings to support coaching and system choices.
interpersonal sensitivity Noticing verbal and non-verbal signals from others, naming what stands out and adjusting own behaviour accordingly during the contact.	Notices when a conversation partner disengages or hesitates and asks whether the explanation is clear.	Names observed tension or reticence during a conversation and adapts tone, pace and wording accordingly.	Trains others in recognising social signals and uses that insight when designing sensitive change processes across the organisation.
organisational awareness Recognising how formal and informal relations, interests and decision making work in the organisation and taking these into account in own actions.	Asks who needs to be involved in a topic before a proposal is shared with others.	Assesses which interests a proposal touches, involves the right people beforehand and chooses a suitable moment to raise it.	Sees through relations between organisational units and external parties and steers decision making by organising support at an early stage.

Skill	N1	N3	N5
integrity and dependability Acting in line with applicable standards and agreements, also without supervision, and being transparent about own interests, mistakes and doubtful cases.	Keeps to agreements and rules of conduct made and reports an own mistake to the manager.	Reports a possible conflict of interest on own initiative and asks for review before a decision is taken.	Sets the organisation's integrity standards, enforces them also with influential parties and explains the resulting choices publicly.
Applying basic employment law Knowing and applying rules on employment contracts, working hours, dismissal and employee participation in personnel decisions, and knowing when legal advice is needed.	Looks up in the collective agreement or staff handbook which rule applies to a question.	Applies rules on contracts, leave and dismissal correctly in own decisions and involves a lawyer when in doubt.	Sets the employment law policy of the organisation, negotiates terms of employment with trade unions and assesses precedents and legal risks.
Employer branding and recruitment Finds and engages candidates through vacancy texts, channels and networks and guides them through the procedure up to an offer.	Posts a vacancy in the standard text format and tracks candidate responses in the system.	Independently determines channel and target group approach for a hard to fill vacancy and approaches candidates actively.	Determines the organisation's labour market strategy, steers recruitment results and positions the employer brand in the sector.
Assessment and selection methodology Selects and uses selection instruments such as tests, interviews and work samples, weighs the outcomes and substantiates an advice on suitability.	Administers a test under supervision according to the manual and records the outcomes without own interpretation.	Independently combines test results and interview data into a substantiated advice and discusses it with candidate and client.	Determines the organisation's selection methodology, tests instruments for reliability and validity and sets guidelines for their use.
Organising learning and development Determines the learning needs in the organisation, chooses learning formats and providers and organises training including evaluation of its effect.	Arranges the practical side of a training course under guidance and tracks participation and cost.	Independently draws up a training plan for a department, chooses the learning formats and measures whether the intended behaviour changes.	Determines the organisation's learning strategy, sets up the learning infrastructure and accounts for the return to the board.

Skill	N1	N3	N5
Prioritising and weighing options Orders tasks and options by importance, urgency and yield and makes the balance between cost, time and quality visible.	Completes the own tasks in the agreed order and reports it when two tasks clash with each other.	Chooses what is left undone when the planning is full, justifies this by importance and urgency and aligns it with those involved.	Sets the priority rules for the portfolio, stops running initiatives and accounts for the allocation of people and resources.
independence Forming and maintaining an own position on the basis of own judgement, even when the environment or an authority expects something different.	Forms an own opinion on a familiar issue and compares it with the advice of a colleague.	Takes a decision that departs from the group line, explains the reasoning behind it and accepts the consequences.	Protects own professional judgement against pressure from stakeholders in senior forums and makes dissenting positions traceable and explainable.
Coaching Helping employees reflect on their own behaviour and choices through questions, mirroring and feedback, so they take a next step in their work themselves.	Asks a colleague after a job what went well and what they would do differently next time.	Holds coaching conversations with open questions, names patterns in behaviour and lets the other person formulate a learning goal.	Trains managers in coaching behaviour, guides peer supervision groups and determines how coaching is deployed across the organisation.
Change management Planning and guiding change by involving stakeholders, phasing steps, influencing behaviour and tracking the results the change is meant to deliver.	Adapts own way of working to an announced change and asks for explanation when steps are unclear.	Makes a change approach for the team with those involved, chooses interventions per group and follows the implementation.	Leads organisation wide change programmes, aligns with works council and supervisors and sets the change approach of the organisation.
Workforce planning and strategic workforce planning Determining current and future staffing needs in numbers and qualifications, comparing them with the present workforce and deriving actions for hiring and development.	Supplies data on staffing and turnover and checks the personnel list for errors and duplicates.	Draws up a staffing forecast for the own team including turnover and retirement and names the vacancies to fill.	Builds strategic workforce planning for the whole organisation, links it to strategy and labour market and puts the risks on the executive agenda.

Skill	N1	N3	N5
Applying reward and job evaluation Grading jobs with an evaluation system, substantiating salary proposals within the applicable scheme and explaining reward choices to the employee and executive team.	Looks up the correct salary scale for a job and checks the data in the personnel system.	Grades a job with the chosen system, substantiates the classification in writing and explains the outcome to the person involved.	Sets the reward policy and job architecture of the organisation, tests market competitiveness and accounts for the choices to works council and supervisors.
Designing training and instruction Designs a learning programme with objectives, methods and assessment, chooses the format that suits the audience and delivers or supervises the execution.	Drafts a programme for one work instruction using a template and submits it to the trainer.	Designs a training of several sessions with clear objectives and assessment moments and delivers it to a group personally.	Determines the training model of the organisation, chooses didactic principles and aligns programmes with strategic workforce questions.
GDPR and privacy in practice Knows privacy legislation requirements for own work, which legal basis and retention period apply and recognises when notification is required.	Processes personal data only according to the applicable work instruction and refers doubtful cases to the privacy officer.	Judges in own processes whether a legal basis exists, applies data minimisation and handles requests from data subjects correctly.	Sets privacy policy, decides on high risk processing operations and represents the organisation towards the supervisory authority.
Labour relations and works councils Knows the rights and roles of employer, trade union and works council and conducts consultation on schemes, reorganisation and collective agreements.	Prepares the meeting documents for the works council and tracks the agreements made and their deadlines.	Independently consults the works council on an intended change and seeks support within the given frameworks.	Determines the organisation's consultation strategy, negotiates collective agreements and mediates when relations have broken down.
Working conditions and absence policy Knows the rules for safe and healthy work and the steps in absence and reintegration and applies them in conversations and files.	Registers absence reports according to procedure and flags when a statutory step in the file is due.	Independently holds absence conversations, draws up an action plan with company doctor and manager and keeps the file complete.	Develops the policy on sustainable employability and absence, analyses the figures and tackles causes in the work itself.

Skill	N1	N3	N5
Data analysis Prepares and analyses data sets to find patterns, relationships and outliers and connects the outcomes to the original question.	Carries out a predefined analysis step on a supplied data set and records the outcome in the agreed format.	Selects analysis methods for an open question, turns raw data into a working file and supports every conclusion with figures.	Sets the organisation's analysis standards, reviews the analyses of others and establishes new analysis methods in the profession.
Prompting and task delegation to AI Divides work between person and AI system, formulates task, context and required output format and adjusts based on the output.	Gives an AI tool a single task with a clear question and required format and uses the result after checking it.	Splits a work task into steps, decides which step AI does and which not and improves the instruction based on outcomes.	Develops organisation wide practices for dividing tasks with AI and trains others in effective and responsible instruction giving.
Payroll administration Processes payroll changes, calculates pay, deductions and remittances and delivers payslips and returns within the statutory deadlines.	Enters submitted payroll changes into the payroll package and checks them for completeness against the checklist.	Independently processes a payroll run with special cases such as absence and final settlement and explains deviations to the employer.	Sets the processing agreements for payroll, assesses the tax consequences of arrangements and advises the board about them.

6 Assessment methods and validity

The validities are the corrected meta-analytic estimates from Sackett, Zhang, Berry and Lievens (2022) in the Journal of Applied Psychology, which replace the older Schmidt and Hunter (1998) figures. The spread matters as much as the mean: with a high SD, validity varies strongly by context.

Assessment method	rho	SD	What it is
Assessment centre	0.29	0.09	Multiple exercises, multiple assessors, dimension-wise scoring.
Structured interview	0.42	0.19	Behaviour-based interview with fixed questions and a rating scale per question.
Knowledge test	0.40	0.13	Test of declarative job knowledge, usually assembled per client.
360-degree feedback	-	-	Multiple raters around the person rate behaviour against behavioural anchors.
Work sample test	0.33	0.09	The candidate performs a representative work sample under standardised conditions.
Personality questionnaire	0.40	0.15	Self-report of behavioural preferences. At hrnforce the Big Fifty and the 15PF.
Situational Judgement Test	0.12	0.11	Scenario with response options, scored on knowledge or behavioural tendency.
Certificate or diploma	-	-	Formal proof of completed education or examination.
Portfolio or evidence	-	-	A collection of prior work or results, assessed against fixed criteria.
Simulation	-	-	Simulated work situation, usually digital, with standardised scoring.

7 Assessment instruments for this job

hrnforce instrument	Skills	What it measures
Competency Check	10	Behavioral-Level Competency Assessment
Knowledge test (client-specific)	10	Professional knowledge test, customized for each client
Work sample test	10	Representative work sample under standardized conditions
360 Feedback	6	Multiple assessments based on behavioral anchors
Big Fifty	4	Personality questionnaire, 150 items, 25 factors

hrmforce instrument	Skills	What it measures
Structured interview	3	Behavioral interview with a fixed structure
Development Review	3	Structured development interview
Portfolio	2	Evaluation of prior work against fixed criteria
Communication Styles	1	Preferred communication style
Colour Profile (Jung)	1	Four color types, linked to Big Fifty factors
Big Fifty (Integrity Scale)	1	
15PF	1	Personality Profile, a shorter alternative to the Big Fifty
Ability Scan	1	Aptitude Test: Verbal, Numerical, and Abstract Reasoning Skills

8 How to use this profile

1. Agree the profile with the hiring manager before the first candidate is measured. Weights shifted afterwards make the outcome indefensible.
2. Choose the assessment method per skill from the Assessment method column. Combine at most three methods per candidate.
3. Calibrate the assessors in a two-hour session using the anchors in chapter 5. Anchors without rater training deliver little.
4. Fill in the match calculator and discuss the gaps in the development conversation. Type A and type G are selection criteria, not one-quarter development goals.

Source: hrmforce Skills Framework 2.0, version 2.0.0, built 2026-09-08. Crosswalks to ESCO v1.2.1, O*NET 31.0, Lightcast Open Skills, SFIA 9, DigComp 3.0, EntreComp, LifeComp, GreenComp, Allit, WEF Future of Jobs 2025, ISCO-08 and the Dutch CBS occupational classification BRC 2014 edition 2025. This profile is a starting point, not a standard: align it with your own organisation before selecting on it.