

JOB DESCRIPTION

Post: People Services Assistant

Responsible To: People Services Team Leader

Summary of Post:

The People Services department is the central hub of all administration across the business where high-volume transactional activities are performed. These activities span the employee lifecycle which includes changes to terms and conditions and general administration.

The People Services Assistant takes end to end ownership and responsibility for processing employee related changes in a timely and efficient manner. Engagement and communication with key stakeholders are an essential part of the role.

Specific Duties:

1. To be the first point of contact for general employee queries, providing a confidential, empathetic and efficient front-line service either in person, telephone, email or ticketing system.
2. To triage all queries and requests which come into the ticketing system and either dealing with the request or assigning to the appropriate department.
3. To provide excellent customer service to all stakeholders.
4. To complete efficient and effective transactions covering all activities and applying sound judgement and initiative.
5. To complete the administration for key employment processes throughout the employee lifecycle and producing supporting paperwork, letters and correspondence.
6. To effectively process all contractual changes in the HR system to ensure payroll activities are completed accurately.
7. To create and maintain accurate employee records in the HR system and electronic staff files ensuring all files are kept up to date according to retention guidelines.
8. Complete references of current and former employees as required.
9. To support the People Services team with project administration such as employee surveys, engagement activities, data cleanse, etc.

10. To provide support to the People Services team with generalist work, such as preparing documents, issuing letters or e-mails as directed by the People Services team leader and Senior People Services team.
11. Contributes to People Services Intranet site and best practices by reporting trends or suggestions to the People Services team leader.

General Duties and Responsibilities:

1. To participate in the staff support & development scheme and to undertake training based on individual and service needs.
2. To take a lead in creating or to promote a positive, inclusive ethos that challenges discrimination and promotes equality and diversity.
3. To comply with legislative requirements and College policies and guidelines in respect to health & safety and data protection.
4. To demonstrate positive personal and professional behaviour as specified in the Staff Code of Conduct.
5. To undertake continuing professional development to support our culture of continuous improvement.
6. To partake in quality assurance systems.
7. To meet minimum relevant occupational standards.
8. To keep up to date with the skills required to fulfil the role.
9. To undertake any other duties commensurate with grade as may be reasonably requested.
10. You will be responsible for protecting staff and learners from all preventable harm as per Safeguarding procedures.

Please note:

This job description is a guide to the work you will initially be required to undertake. It summarises the main aspects of the job but does not cover all the duties that the job holder may have to perform. It may be changed from time to time to meet changing circumstances.

It does not form part of your contract of employment and as your experience grows, you will be expected to broaden your tasks, suggest improvements, solve problems and enhance the effectiveness of the role.

	PERSON SPECIFICATION	Application	Interview	Shortlisting Weighting
Skills				
1.	Excellent organisation and time management skills with demonstrable ability to effectively plan and organise own workloads.	✓	✓	6
2.	Sound working knowledge of Microsoft applications including Excel, Word, PowerPoint, Teams and Outlook.	✓	✓	6
3.	Basic knowledge of HR practices e.g. absence recording, employee relations.	✓	✓	4
4.	Strong customer focus and proven ability to build productive relationships with people at all levels in the organisation.	✓	✓	6
5.	Evidence of good attention to detail combined with the ability to work as part of a team.		✓	4
6.	An understanding of GDPR regulations		✓	4
7.	Ability to work with high levels of accuracy and efficiency		✓	4
8.	Ability to adapt and respond positively to a variety of situations and people, in order to meet changing priorities.		✓	4
9.	Actively contribute to the College's Safeguarding and PREVENT practice, procedures, culture and ethos	✓	✓	6
Experience				
1.	2 years administrative experience	✓		4
2.	Experience of working in a Human Resource context	✓		4
3.	Experience of working with an HR Management System	✓		4
4.	Experience of managing difficult and sensitive situations in an appropriate manner		✓	4
Education				
1.	Maths Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
2.	English Level 2 (e.g. equivalent to GCSE grade C / 4 or above)	✓		4
3.	Level 3 Administration qualification	✓		4
4.	Level 3 CIPD qualification (or equivalent)	✓		4

Advice to candidates

This post is subject to an enhanced disclosure from the Disclosure and Barring Service.

In completing your application please draw attention to the extent to which you meet each of the criteria in the person specification marked as being assessed at application stage. Please use examples of where you have demonstrated the criteria with as much detail as possible to assist in the shortlisting process.

The shortlisting weighting indicates which criteria are the most important to the recruiting manager:

- 6** Minimum/critical - criteria which is essential for the role i.e. it would be extremely difficult for the person to carry out the role without already having these essential skills, experiences or qualifications.
- 4** Important - criteria that would be significant to the candidate being successful in the role. These may be skills, experiences or qualifications that have substantial meaning for the role but could be supported or taught on the job.
- 2** Other relevant - It would be great if the candidate had but is not expected to be shortlisted.

Failure to meet all the minimum/critical criteria would not necessarily preclude your application. Consideration will be given to experience and life skills. Continual Professional Development will be supported and encouraged.

Please be aware should we have a large number of applications for any of our roles we may complete the shortlisting of candidates based on the minimum/critical criteria only.