

JOB PROFILE

Job title: People Services Assistant

Band: 4

Accountable to: People Services Manager

Line Management of: N/A

Job Purpose

- Be passionate about delivering an exceptional customer to all customers and stakeholders always aiming to deliver the best service at all times
- Provide high quality, customer focussed delivery of all employee lifecycle transactional requests (including recruitment, onboarding, induction, probation, benefits and pensions, full HR admin support) following these through to resolution ensuring we are understanding and meeting all our customer needs and expectations
- To provide professional administrative support ensuring safer recruitment processes and full compliance of all processes are always adhered to.
- Manage and control the people services inbox, resolving queries.
- Produce a consistent right first-time approach to all queries to ensure all colleagues and stakeholders that contact with the people team receive the same high level of customer service within agreed SLAs
- You must be able to work in a fast-paced environment, completing a high volume of queries with the ability to juggle priorities and changing expectation all whilst continuing to meet SLAs and always delivering to agreed timescales
- To be the custodian of colleague data ensuring all HR systems, LMS, and databases is updated with 100% accuracy and within SLAs so that the information available to the business is correct for reporting purposes
- Work collaboratively with the payroll team ensuring that the monthly payroll deadlines are met to enable all our colleagues to be paid correctly and on time
- To manage the L&D admin functions ensuring we hold the right data at all times

General Duties and Responsibilities

- To contribute to the strategic direction and operational effectiveness of the College
- Ensure the responsibilities of the post are carried out in a way that reflects the standards, vision and values of the college

- Deliver on key performance indicators across the College, aiming to deliver continuous improvement
- Promote the College with employers, sector bodies, schools and the local community, developing effective partnerships with employers, the funding agencies and other representative bodies
- To proactively promote Safeguarding practice, EDI, Health and Safety and the well-being of all our students and staff and undertake all requirements of the College, CPD and mandatory training

Duties and responsibilities

General People Services Admin

- Be the first point of contact for all people services queries for the complete employee lifecycle and L&D question
- Assist in providing a comprehensive HR service, dealing with general HR enquiries face to face, by email or by telephone.
- Maintain 100% accuracy of all colleague records inputting and checking data into all HR systems
- Maintain personnel files and records to ensure that they are kept in a comprehensive and accurate manner, whilst observing statutory General Data Protection Regulations.
- Ensure confidentiality in dealing with all Hr matters
- Undertake all HR admin, covering letters, systems, minute taking etc
- Provide admin support to the wider team people services team, including any project work etc
- Support College Managers with queries related to staff recruitment, onboarding, and contract queries
- Assist the wider HR team in supporting in an investigations, taking notes etc
- Work to published SLAs KPIs with emphasis on a fast turn around of work whilst maintaining a high-quality customer service
- Excellent knowledge and understanding of HR policy and procedures across the employee lifecycle including maternity, paternity, shared parental leave and sickness absence and able to confidently and accurately provide advice to colleagues and answer queries
- Question, challenge and suggest improvements to the existing processes in the interests of continuous improvement both within the wider people team and the College

Recruitment and Engagement

- Assist in the production and advertising of job packs for new posts, liaising with external recruitment providers as required.
- Progress the necessary administrative tasks following the appointment of new employees, including the creation of personnel files and conducting and recording pre-employment checks, including the processing of DBS applications.

- Support with the arrangements for the induction and probation process for new starters within the College including coordination of the monthly People Services Induction.
- Assist in the drafting of contracts of employment, variation letters and any other written correspondence to staff.

Payroll & Benefits

- Liaise with the College payroll service to ensure that new starters, leavers and amendments to contract are progressed in a timely fashion
- Offer advice and administer all aspects of pay and benefits

Analytics

- Prepare and run reports as needed

Various

- Any other duties as required and deemed appropriate within the scope of the role.
- Build effective brilliant services and support for customer and colleagues by communicating effectively and living the values and behaviours of the College

NOTE

This job profile provides an overview of the principal duties and responsibilities of the role. It is not intended to be exhaustive. It is anticipated that the content of jobs will change over time whilst remaining within the broad remit of the role.

This job profile does not form part of your contract of employment.

PERSON SPECIFICATION

Role: People Services Assistant		E/D	A	I	T
Qualifications:					
1	Level 2 Maths and English or equivalent	E	X		
2	CIPD level 3 or above is desirable or relevant HR experience	D			
Experience and Skills:					
3	Previous experience of working in a busy administrative role requiring a high level of organisation skills and self-direction.	E	X	X	
4	Previous experience of working in a human resources department or relevant environment.	D	X		
5	Previous experience of working within an educational establishment and an understanding of business needs in the context of college life.	D		X	
6	Experience of liaising with outside agencies, stakeholders or other professionals	E	X	X	
7	Working knowledge of HR systems / databases	E	X		
8	Excellent organisational skills, with the ability to plan and balance priorities, maintaining high standards whilst working accurately and effectively.	E	X	X	
9	Customer focused attitude and proven ability to deliver service improvements and work to deadlines.	E		X	
10	Sound understanding of management information systems and evidence of accurate, logical thinking in order to plan for processes, manage data and produce reports.	E	X		
11	Understanding of basic employment law and HR best practice	D	X		
12	Knowledge of GDPR legislation	E	X	X	
13	Strong interest in systems and processes which will add value and assist in managing change in a HR environment.	E		X	
14	Excellent interpersonal skills and a track record of establishing and promoting effective working relationships with a variety of stakeholders.	E	X	X	
15	Clear and persuasive communication skills, written and oral, including the ability to negotiate effectively.	E	X	X	X
Personal Attributes:					
16	Confident, enthusiastic, motivated and committed	E		X	
17	Ability to work as part of a team understanding College roles and responsibilities and your own position within these.	E		X	
18	Work on own initiative with the ability to seek support and assistance where appropriate.	E	X		
19	Ability to prioritise own workload and manage conflicting deadlines effectively.	E			X
20	Resilience and a proactive attitude	E		X	
21	Demonstrate a genuine commitment to uphold and promote equal opportunities and diversity	E	X		
22	Commitment to quality and excellence through evidence of continuing professional development	E	X		
23	Demonstrate a knowledge and understanding of Safeguarding / Child Protection issues relevant to the post	E	X	X	

KEY:

E	Essential
D	Desirable
A	Assessed by Application Form
I	Assessed by Interview
T	Assessed by Test