

<b>Job Title</b>	People Services Assistant
<b>Business Stream/Department</b>	People and Culture
<b>Reports to</b>	People Services Team Leader
<b>Direct (and indirect) Reports</b>	No
<b>Travel</b>	Infrequent

<b>Job Purpose</b>
<p>To provide a HR service to the business on a wide range of HR processes, including the resolution of 1<sup>st</sup> level queries, in accordance with established policies and procedures. To enable managers to carry out their people management role effectively by providing initial advice on policy and process.</p> <p>The job holder will make sure that they fully understand and fulfil their responsibilities in respect of Health &amp; Safety, Diversity &amp; Inclusion and Data Protection at all times.</p> <p>This profile is not exhaustive and other activities at a similar level may need to be carried out.</p>

<b>Key Accountabilities</b>	
1.	Timely and accurate completion of a wide range of HR duties, including but not limited to HR cases, benefit and change form processing, providing support to the wider People and Culture team on projects and wider initiatives and providing accurate and timely management information.
2.	The point of contact for supporting and processing employee benefits for the business included but not limited to group income protection, death in service, maternity and paternity, eyecare and the health cash plan.
3.	Proactively managing, providing support and advice to manages on low level HR cases such as short and long term sickness, unauthorised absence, expired right to work, and flexible working applications. Using established guidance and processes and escalating cases as per agreed criteria.
4.	Ensuring records remain accurate and relevant, by effective administration of personal files and updates to the HR system. Undertaking data integrity checks and corrections as required.
5.	Provision of accurate and timely management information, utilising appropriate tools such as graphs, v lookups and pivot tables to present information effectively. Either via scheduled reporting or on an adhoc basis.
6.	Act as the first point of contact with HR for internal and external customers, delivering a professional, high quality and responsive service.
7.	Contribute to the improvement of the way work is carried out including a review of processes, policies, letters, online content, HR training materials and guidance for managers. Providing suggestions and feedback for ongoing improvement.
8.	Provide support to wider HR initiatives when required, including undertaken and co-ordination of related tasks working with the wider People & Culture team and senior stakeholders as required.

9.	Support the on boarding and off boarding process, through producing information related to TUPE transfers and tender processes, ensuring employee compliance and carrying out exit interviews.
10.	Deal with queries by telephone, email, online and in person in line with the team's customer service standards to provide information and guidance on policy and process.
11.	Work with colleagues in People and Strategy and Payroll to ensure the overall service to the business is joined up and aligned. This will include the support of new initiatives, contributing to projects, and change to the business in collaboration with colleagues.
12.	Challenge any actions or requests that do not adhere to the principles of Housing 21. Including thorough review of received documentation to ensure compliance, escalating where necessary.

Knowledge and Experience	
Experience of working in a HR role with knowledge of HR processes and policies covering a variety of HR activities.	Essential
Experience of working in a fast paced, high-volume environment and delivery of excellent customer service.	Essential
Able to work as part of a team and is a team player who values making a contribution to others and the business.	Essential
Flexible and adaptable to the needs of customers and to the business.	Essential
Experience of working with a HR system.	Essential
Good Knowledge of Word and Excel.	Essential
Knowledge of confidentiality and data protection legislation.	Essential
A basic awareness of employment law.	Desirable
Housing and Care sector experience.	Desirable

Skills and Behaviours	
Ability to accurately process high volumes and variety of HR processes, prioritising accordingly whilst ensuring these are processed accurately and in a timely manner with excellent attention to detail.	Essential
Excellent interpersonal skills and displays confidence when dealing with customers of the HR service, dealing with a large volume and variety of HR queries.	Essential
Willing to speak up and challenge to improve how we work, providing suggestions and feedback where required.	Essential
Organised, diligent and methodical with excellent time management skills and proactive in prioritising workloads to meet work demands and deadlines.	Essential
Effective at guiding managers through people management processes, providing excellent customer service putting the customer at the heart of what we do.	Essential

# Housing

Proactive, self-motivated with the ability to work alone and as part of the wider HR team as a team player to achieve objectives and targets and can demonstrate flexibility and accountability.	Essential
Good standard of written and verbal communication, with the ability to work collaboratively and effectively with all colleagues/stakeholders.	Essential
Flexibility to undertake wide range of responsibilities and always willing to learn new skills.	Essential
Good level of excel, numerical and technical skills.	Essential

<b>Qualifications and Training</b>	
Educated to GCSE Grade C (Level 4) or above or equivalent experience.	Essential
CIPD level 3 or equivalent experience of working in a HR environment.	Essential