

**Job title:** **People Operations Assistant**

**Line manager:** **People Operations Team Leader**

**Grade (if applicable):** **4 SE**

**Direct reports:** **N/A**

## **Role purpose:**

To be the first point of contact for People Operations support, responsible for establishing and preserving strong relationships with internal colleagues, providing accurate and timely customer service, and resolving People transactions and administration queries, within agreed service levels. The job holder has ownership and accountability for managing the resolution of customer issues. You will support the general day-to-day People operations, working alongside the People Operations Administrator, People Operations Team Leader People Operations Manager with tasks and activities that span the whole of the colleague lifecycle. You will have exposure to all aspects of People, including key projects supporting the wider business, this role will also offer you the opportunity to develop and progress with a modern forward-thinking business.

## **Key results:**

- Respond to and resolve People Operations requests from all colleagues and managers within the Peabody Group, keeping key stakeholders updated on the status of tasks, providing a high-quality service, responding accurately, juggling a variety of tasks and so effectively prioritising, working at pace and with a professional outlook.
- Provide comprehensive People advice and administrative service by telephone, email and in writing. Use available People systems effectively to access relevant People data to resolve customer issues.
- Using People XD, manage the processing and administration of People/Payroll related work including starters, leavers, changes, variations to colleague contracts i.e., hours, grade, change of bank details, extension, post change etc. To include the creation and ongoing maintenance of colleague files, including variation letters, employment contracts and records of all approvals for changes
- Liaising internally with Payroll colleagues ensure that all pay effecting changes are actioned accurately and on time.
- Coach managers and colleagues to use intranet People tools, People user guides and People policies.
- Provide advice confidently based on a sound understanding of the organisation's policies, procedures, and practices, escalating complex queries to the People Operations Team Leader where appropriate.
- Work collaboratively with People Operations colleagues to assist with the delivery of policies, procedures and advice that meet manager's needs.
- Ensure that new colleague records, transfers, benefits, and changes to existing colleague records are accurately entered on the People system in accordance with contractual requirements by the required deadlines.
- Data entry and data maintenance in People XD and other People systems in relation to all colleague information, championing data integrity and utilising the system to its full capability. Ensuring adequate controls in place to reduce errors and ensure data integrity. Ensure appropriate internal procedures and controls are in line with best practice People processes.
- Responsible for the document management processes within People Operations Team, ensuring that all required documentation is filed accordingly to colleague personnel records.
- Actively support the People Operations Team Leader and People Operations Manager in the identification and implementation of continuous service improvement initiatives within People Operations, Systems & Data e.g., suggesting enhancements to intranet guidance pages to reduce queries or improvements to working practices
- Action the compliance of Disclosure and Barring Service (DBS) requirements for Peabody wide for the appointment of colleagues including renewals. When required, ensure risk assessment information is appropriately actioned and recorded.

**Version Date:**

**Signed off by:**

## Success Metrics:

- Planned and organised work.
- Delivers all output with high attention to detail and accuracy.
- Does not allow difficulties to get in the way of quality and final delivery.
- Learns the functionality of the People system and ensures that it is up to date and accurate.
- Quality and timeliness of outputs produced.
- Reviews the processes as a team, based on feedback from clients/stakeholders.
- Protect colleague data by maintaining confidentiality based on GDPR norms and internal InfoSec policy.
- Feedback from colleagues and other People team members

## About you:

### You will be:

- Highly organised and self-motivated
- Adaptable and flexible, with the ability to juggle multiple different tasks at the same time
- Able to work at pace whilst maintaining a high level of attention to detail.
- Able to work independently, exercising good initiative and judgement
- Ensuring that all policies and procedures are adhered to so that consistent and standard practice is achieved across the organization

### You will have:

- Experience in a generalist role within a busy People Department
- Desirable – CIPD qualified to level 3, or working towards; and/or a degree in Human Resource Management
- Good understanding of People processes/best practices and relevant legislation
- A high level of confidentiality.
- Proven time management and prioritisation skills.
- Proven experience and ability to deliver excellent customer care and valuing diversity.
- Proven attention to detail and ability to work on a variety of tasks simultaneously.
- Understanding of UK right to work eligibility criteria.
- Good analytical skills.
- Experience of Microsoft packages specifically: MS Excel (Intermediate), MS Word (Intermediate).
- People or L&D administration experience in a fast-paced People team.