

Job title: People Systems & Data Administrator
Line manager: People Systems Lead
Grade (if applicable): Apprenticeship, progressing to grade 5
Direct reports: None



Role purpose:

To deliver excellent front-line customer service by working collaboratively with internal and external stakeholders to meet the needs of our colleagues. To provide systems, data and colleague benefits administrative support, within the People Operations Team to ensure the successful completion of team/departmental goals.

Key results:

Systems

- To support the maintenance and development of the People Systems inclusive of data cleansing work and data inputting or uploads.
- To work closely with the People Systems Experts to make relevant changes to People Systems.
- Responsible for maintaining the Post establishment within the People Systems in line with current business structures.
- Supports the creation and update of People System User Guides and Intranet pages.

Data

- Produce standardised People Data reports on a regular and ad-hoc basis using in-house reporting tools.
- Review People data and suggest improvements and audits to ensure data integrity.
- Protect employee data by maintaining confidentiality based on GDPR norms and internal Information Security policies.

Staff Benefits

- Support monthly benefits processes and report to the service providers and deal with queries to the benefits inbox with promptness.
- Support the Senior People Systems Expert with the annual Flexible Benefits window. Including supporting internal colleagues and liaising with external benefit providers.

People Operations Support

- Support across all People Operations processes within the team during peak periods.
- Monitor and maintain invoice processing for People Operations suppliers and services.
- Supports training of both People Operations, colleagues and managers in the use of People Systems.

Success metrics:

- Post management is maintained in a timely and accurate manner
- Systems audits/data checks are completed in a timely manner ensuring people data is accurate and up to date
- Feedback from People Operations team is positive regarding support and input to departmental goals
- Benefits selection processes are simple for colleagues
- People systems changes are completed in a timely manner, supporting wider business goals
- Colleagues are trained and proficient in using People Systems, and have access to clear self-service guidance on demand

Level 3 Business Administrator apprenticeship

As part of your 15 month apprenticeship you will:

- Dedicate at least 20% of your working hours to training or studying by attending training sessions, workshops, and meetings to gain essential knowledge in the field.
- Participate in off and on-the-job training to apply your learning in real-world scenarios, enhancing your practical skills and understanding of business administration.
- Complete assignments, assessments, and coursework to fulfil the programmes requirements.
- Engage in 1:1 sessions and performance reviews, providing valuable insights for personal growth and skill development.
- Receive mentoring and support from experienced professionals, offering guidance to help you succeed.
- Have opportunities for career development within the company, exploring potential growth and advancement.
- Complete a final end point assessment to demonstrate your knowledge, skills, and competence at the end of your apprenticeship.
- If you have not yet achieved a Level 2 in Functional Skills in maths and English (or equivalent, such as GCSEs at grades A-C/9-4), you will also be required to complete these qualifications during your apprenticeship.

About you:

You will be:

- Able to work independently, exercising good initiative and judgement about the priority and urgency of competing tasks
- Able to work under pressure and meet deadlines and targets
- Able to use analytical skills to present data clearly and produce accurate reports as needed
- Committed to delivering great results and excellent customer experience, with a positive and flexible approach, engaging enthusiastically with our internal and external customers.
- An organised, hardworking team player who likes to get involved
- A great communicator who is comfortable taking ownership of identified problems and finding solutions with a with a “can-do” attitude.

You will have:

- Level 2 qualifications equivalent to 5 GCSEs.
- Good communication skills and the ability to use a variety of IT systems such as MS Office applications, including Excel and Outlook
- A high level of attention to detail, with the ability to identify errors/issues, and implement a solution-focused approach.
- The ability to work in an agile environment, under pressure and to tight deadlines
- An understanding of the requirements to maintain confidentiality while working in a People (Human Resources) environment.