

**Job title:**

# People Operations Apprentice / Administrator

**Line manager:**

People Operations Team Leader

**Grade (if applicable):**

8 SE

**Direct reports:**

None

## Role purpose:

Working with People Operations colleagues and under the direction of the People Operations Team Leader, you will work with the People Operations Assistant to deliver an excellent experience every time to every customer, internal and external. Manage administration, provide service support, invoice management and general information.

You will provide information and advice on people related queries to internal stakeholders.

## Key results:

- Responds to simple tier 1 People Operations queries from colleagues, managers and external customers.
- Maintain and update SharePoint colleague records. Ensure electronic filing and people systems data entry is accurate, complete and timely.
- Action data quality reports in a timely manner. Ensure corrections are made accurately.
- Respond to both external and internal requests for employment references.
- Resolve colleague and manager requests for information, encouraging self-service where available. Ensure all communications are customer centric, simple to understand and written in plain language.
- Respond to telephone (Teams) calls in a customer centric way. Ensure these queries are logged in the relevant systems and resolved with high customer satisfaction.
- Action the regular system compliance and reminder reports (for example DBS expiry, right to work expiry, end of fix term contract). Ensure any compliance issues are escalated to the People Operations Team Leader in advance.
- For the data you are accountable for, ensure it is collected, managed, and protected to the highest standards, meeting all legal & regulatory requirements.
- Manage purchase orders and invoices via in-house systems, for various people related services. Escalate any delays or issues appropriately.
- Maintain the People Operations internal communication channels to ensure content is current, concise, and clear for our colleagues.
- Champion and support diversity, health, and wellbeing activities, and support the internal communication of these.
- Take responsibility for and maintain own skills and knowledge relevant to the role.
- Contribute to the promotion and effective implementation of Peabody's Policies including Equality and Diversity, Safeguarding etc.

## Success metrics:

- Provide excellent customer service to all colleagues and stakeholders.
- Complete management information and audit reports in line with agreed timescales.
- Effectively raise requisitions and evaluate spend to measure both return on investment, impact to business and value for money.
- Communications are clear and simple always having the customer needs in mind.
- Have awareness of current and future skills development required to excel in your role. Make sure you are equipped with the right training, tools, systems & support to fulfil your responsibilities and use data in the most effective way.

# 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:

- Committed to delivering great results and excellent customer experience, with a positive and flexible attitude, engaging enthusiastically with our internal and external customers.
- An organised, hardworking team player who likes to get involved.
- Able to learn how to prioritise tasks in a fast-paced environment.
- Passionate about learning and want to deliver great results for our internal and external customers.
- Able to learn how to present data and information effectively and produce reports and procedures as required.
- An excellent communicator who is comfortable taking ownership of identified problems and finding solutions in a timely manner.
- You will be an advocate for Apprenticeships and committed to your own continuous professional development.

### You will have:

- Level 2 qualifications equivalent to 5 GCSEs.
- Good communication and the ability to use a variety of IT systems such as MSOffice applications 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 of the GDPR and the ability to maintain confidentiality.
- An understanding of equal opportunities and a commitment to implementation of Peabody's Equal Opportunities Policy.

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