

Job Description

People Operations Assistant

Salary:	Grade 4
Contract:	Full time, fixed term
Location:	Canterbury Campus
Responsible to:	Head of People Operations
Job family:	Administrative, professional and managerial

Job purpose

The People Services Assistant will support the delivery of core administrative processes across the People Operations function and HR project work.

You will support a variety of HR administrative tasks and requests ranging from recruitment through to appointment, assisting in the preparation of staff contractual documents, inputting into HR systems as required, dealing with HR queries as well as HR processes and policies.

You will need to be flexible in the tasks which are undertaken, but it will predominantly focus on the delivery of a professional, comprehensive, timely, efficient and well-regarded HR administrative services.

Key accountabilities

The following are the main accountabilities for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Monitor central and/or project mailboxes, responding to queries where appropriate and escalating to HR colleagues as needed.
- Provide an administrative service for all employees, respond to enquiries in person, by telephone and by email, including ensuring that all queries are dealt with in a helpful and constructive manner, using knowledge of policies and procedures.
- Personally deal with straightforward HR enquiries, exercising judgement in order to refer more complex issues to relevant colleagues, applying confidentiality, tact and discretion where necessary.
- Develop and build knowledge of all University conditions of service, contractual entitlements and processes, in order to advise and guide staff members and managers in resolving routine queries.
- Accurately update and maintain the HR and Payroll system (ResourceLink) as required. Process staff changes, resignations and terminations in line with HR policy.
- Provide administrative support to the recruitment and on boarding processes.
- Support all other general HR and administrative activities, maintaining HR records, following up on outstanding information/documents and archiving records in accordance with the University's data retention policy and GDPR.
- Work collaboratively to provide cover across local HR teams as required.
- Provide minute-taking and note-taking support as needed.

Key challenges and decisions

The following provides an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- This role may be the first port of call for employees and line managers, and as such it will be imperative for the role holder to adhere to legal and University policy when providing information and advice regarding administrative standards, policies and processes.
- The role holder will need to focus on the accuracy and quality of their work, keeping errors and mistakes to an absolute minimum. They will also need to ensure that all data entry (onto all HR systems) is undertaken professionally and accurately.

Facts & figures

People Operations is in the People and Culture directorate which is a centralised professional function and is comprised of People Operations, People Partnering and Centres of Expertise. The overall directorate supports the University to deliver its goals of excellence in education and student experience; research and innovation; and engagement, impact and civic mission via the recruitment, retention, reward, recognition and development activities of our staff.

Internal & external relationships

Internal: Managers and staff, other HR teams, Payroll, job applicants and prospective applicants.

External: Relevant external providers and suppliers (such as DocuSign, DBS, UKVI)

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Pressure to meet important deadlines as might be inherent with changes to pay.

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential

- GCSE (or equivalent) in English and Maths at Grade C or above, or equivalent qualification (A)
- Experience in an office environment (A, I)
- Have an interest in Human Resources (I)
- Good IT skills with the ability to use MS Office applications; particularly Word, Excel, and Outlook (A, I, T)
- High level of attention to detail and high level of accuracy (A, I, T)
- Good communication skills, both written and oral, and the ability to produce clear, concise, simple and realistic written communications (A, I, T)
- Excellent interpersonal skills and the ability to build positive working relationships and deal confidently and diplomatically with people at all levels (I)

- Good organisational skills with an ability to manage own workload and priorities to meet deadlines and respond to changing priorities. (A, I)
- Understanding of confidentiality when dealing with personal information and the ability to handle issues of great sensitivity with complete confidentiality (I)
- Ability to work under pressure, knowing when to seek assistance (I)
- Good customer focus and ability to provide a customer-focused service (I)
- Ability to follow clear directions (I)
- Experience of working as part of a team (this could be in a sporting, educational work or social setting) as well the ability to work on own initiative (A, I)
- A willingness to work flexibly and to learn new skills, including learning from mistakes and proactively making improvements to performance accordingly (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

Desirable Assessed

- Educated to A-level or equivalent (A)
- CIPD level 3 or equivalent (A)
- Experience of providing first line technical support (A, I)
- Experience of HR systems, including Resourcelink and Docusign (A,I)
- Experience in dealing with high volume administration (A, I)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage