JOB DESCRIPTION

Job Title	People Administrator
Department	People and Organisational Development
Reporting to	People Manager
Line Manages	n/a
DBS check requirement	Basic
Location	Avonmore Road, London W14 8RR (with hybrid working)

Our vision

Every older person can afford to live well.

Our mission

We stand with older people in financial hardship, offering urgent help today, and shaping a fairer, more secure tomorrow.

JOB PURPOSE

The People Administrator plays a key role in the People and Organisational Development team, providing comprehensive administrative support and excellent customer service for colleagues, contributing to making Independent Age a great place to work.

KEY RESPONSIBILITIES

- Be a friendly and helpful first point of contact for People queries, managing the People Team inboxes and ensuring that queries are escalated appropriately.
- Carry out administration across all stages of employment, including recruitment, preparing contractual paperwork and onboarding.
- Maintain employee records on our HR, payroll, pension and filing systems, ensuring information is recorded accurately, securely and kept up to date. Produce monthly and ad hoc reports for the People Team and wider teams.
- Support recruitment, onboarding and induction processes in accordance with safe recruitment practice, including carrying out referencing and vetting processes.
- Support with payroll and pension processes, including carrying out monthly data entry input, ensuring accuracy and data integrity.

- Ensure the People and Organisational Development pages of the intranet are maintained with helpful and up to date information, including policies, forms, and wellbeing support.
- Handle invoice processing for the People Team and track expenditure.
- Take accurate meeting notes, ensuring key actions and decisions are clearly recorded.
- Contribute to and undertake projects within the People Team and support the continuous improvement of People processes and systems.
- Support the Learning and Development Manager with administration, as required.
- Ensure confidentiality, GDPR compliance and an inclusive approach across all work.

General Responsibilities

- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination.
- Model and embed Independent Age's values and behaviours.
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and protecting people we may come into contact with through our work.
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy.
- Undertake any other duties commensurate with the level of the role.

How We Work

At Independent Age, we live by our values and equity, diversity and inclusion (EDI) principles.

Our **values** are:

- **Trusted** - a culture based on reliability and mutual respect
- **Empowering** - an inclusive approach that helps people thrive
- **Transformative** - a commitment to meaningful, intentional change towards shared goals

Our equity, diversity and inclusion (EDI) principles

We will:

- **Champion equity, diversity and inclusion**
  Challenge inequality, celebrate diversity, promote equity of opportunity, promote diverse representation, foster belonging, be an ally/champion.

- **Embed EDI in everything we do**
  Integrate EDI into planning and delivery, use evidence to inform action, commit to continuous improvement.

- **Lead with integrity and accountability**
  Lead by example, be transparent and accountable.

- **Use our voice and influence for positive change**
  Influence externally, champion beneficiaries.

PERSON SPECIFICATION

- Experience of carrying out administration in a busy HR function / team.
- Excellent communication skills, both written and verbal, with a people-centered and empathetic approach.
- Commitment to equity, diversity and inclusion, and an understanding of EDI in a HR context.
- Demonstrable process-driven approach, with strong attention to detail and accuracy.
- Excellent time management and prioritisation skills and a proactive approach.
- Experience of data entry, database maintenance and reporting, ideally on HR systems.
- Excellent IT skills including confident use of Microsoft 365 applications such as Excel and the ability to learn and work across different systems.
- Experience of minute and note taking would be ideal.
- A demonstrable passion for, and affinity with, our cause