

Job title: Human Resources Assistant

Reports to: HR Manager

Department: Core Services

Salary: £29,000 per annum FTE (pro-rata for reduced hours)

Contract: Permanent

Hours: 30-37.5 hours per week (hours must be delivered over 5 days per week)

Location: Wigan/hybrid or remote based with the ability to travel to the Wigan office on a weekly basis with occasional travel in England

1. Purpose of the role

To provide an efficient and supportive HR service to all employees across the business in line with internal policies and procedures.

To provide HR and recruitment administration support helping to develop and maintain good relationships with all teams.

To ensure the smooth and efficient running of the Wigan office and associated storage facility, maintaining a well-organised and professional working environment along with support and assistance in related health and safety requirements.

2. Principal accountabilities

HR Service:

- To support in providing clear and consistent HR advice based on policies, procedures, the legal framework and best practice.
- To support in coordinating the entire lifecycle of an employee from recruitment to leavers, liaising with those stakeholders involved in the process.
- Support in the creation and preparation of documents, presentations, policies, reports and staff surveys.
- Support in updating payroll information as required to ensure accurate and timely payment of salaries.
- To learn and administer the HRIS and the ATS.
- Administer internal meetings, liaising with attendees and taking notes.
- Maintain digital filing systems on SharePoint and keep all records up to date including the deletion of records in line with our retention policies.
- To maintain confidentiality.
- To be responsible for reporting any data protection incidents or near misses and report these using the appropriate reporting mechanisms to the Data Protection Officer and your Line Manager.
- To support in the annual appraisal process.
- To support in the learning and development requirements of all employees.
- To maintain and develop master information spreadsheets as required.
- To attend relevant meetings with HR Manager to develop knowledge and experience.
- To support in the development of EDI practices and procedures and working towards annual KPI's.

- Carry out other duties from time to time, as requested by your Line Manager.

Recruitment

- Support in providing an efficient recruitment service to the businesses in line with recruitment procedures.
- To support in managing all appropriate and required checks including right to work, references, visa and DBS.
- Ensure that all approvals processes are adhered to and maintain an audit trail.
- Manage recruitment applications using the ATS and Sharepoint to ensure all confidentiality and GDPR processes are followed.
- Maintain, store and retrieve all data in line with compliance regulations.
- Assist in maintaining recruitment data to support HR reporting (metrics).
- Assist in developing recruitment processes to enable continuous improvement.
- Prepare all new starter documentation and follow processes to ensure a timely recruitment process is followed.
- Prepare and deliver new starter inductions.
- Contact with all internal and external stakeholders involved in the recruitment process.

Office management

Health & Safety:

- Support the running of Keep Britain Tidy's Wigan office. Help in maintaining the office environment to a high standard and in line with the charity's policies and procedures, and ensure the office is well maintained.
- Complete checklists as necessary i.e. statutory checklist and first aid box checklist on a quarterly basis.
- Liaise with the landlord on office issues and obtain necessary statutory documentation.
- To be responsible for the Health and Safety of themselves and to co-operate under the Health and Safety at Work Act 1974 to ensure safe working practices are maintained.
- Support the HR Manager in HR health and safety related administration, e.g. DSE and home working assessments, learning management system and health and safety training records.
- To hold emergency first aid at work and fire marshal certification.

Other:

- Administer post including cheques and distribute as necessary.
- Action stationery requests.

3. Budget responsibility and decision-making authority

- No budget responsibility.
- HR guidance provided in line with company policy, procedure and legislation.

4. Supervision of employees – complexity of leadership, number of direct reports, reporting level

- No direct reports.
- Reports to HR Manager.
- Works closely with other core services colleagues.

5. Major challenges of the job

- Delivering a friendly and accurate HR service in a fast-paced environment.
- Managing workload effectively.
- Adapting to changing priorities.
- Ability to meet deadlines.
- Handling confidential information and adhering to GDPR requirements.

Person Specification

Experience, Knowledge and Skills	Essential	Desirable	Method of Assessment
CIPD level 3 qualified or working towards	✓		Application and interview
Experience of working within a HR department		✓	Application and interview
Experience of office administration in a busy working environment	✓		Application and interview
Experience of H&S in an office environment		✓	Application and interview
Excellent organisational skills with a clear logical approach to work	✓		Application and interview
Strong attention to detail coupled with a high level of accuracy	✓		Application and interview
Experience of establishing and reviewing systems and processes where appropriate to ensure they remain effective and fit for purpose		✓	Application and interview
Ability to be discreet and trusted with confidential information	✓		Application and interview
Strong written and verbal communication skills	✓		Application and interview
The ability to work in a fast-paced environment with competing deadlines	✓		Application and interview
Experience of working effectively with a wide range of internal and external stakeholders	✓		Application and interview
Self-motivated with excellent interpersonal skills	✓		
Able to work independently whilst knowing when to seek advice	✓		Application and interview
An enthusiastic team player who actively contributes in a positive, flexible and adaptable manner	✓		Application and interview

Strong IT skills and knowledge of the Microsoft Office suite including Microsoft 365, One Drive, and SharePoint) and the ability to use databases	✓		Application
Experience in office/facilities administration		✓	Application and interview
A genuine commitment to equal opportunities and supporting the ongoing agenda in line with employment law, best practice and the internal EDI working group	✓		Application and interview
Other requirements			
The willingness to undertake occasional national travel	✓		Application
The right to work in the UK with immediate effect	✓		Application
The requirement to undertake emergency first aid at work and fire marshal courses (if not already held)	✓		Application
The desire to develop knowledge, skills and experience in the role and complete relevant CPD	✓		Application and interview
A genuine commitment to the principles and goals of Keep Britain Tidy, passionate about the environment and keen to make a difference		✓	Application

Date of writing: April 2026