

## JOB DESCRIPTION:

# People & Culture Assistant

Reports to:	People & Culture Manager
Location:	Remote (UK based) with occasional travel
Salary:	£23,000 per year
Length of contract:	37 hours per week, permanent

*Please note that we do not invite enquiries from recruitment agencies.*

## Main Purpose of Post

To work as part of the People and Culture team to provide a professional, high quality, timely, customer focused HR recruitment/contractual administration/transactional service to key internal stakeholders, job applicants and support closely on people and culture activities especially the Learning and Development workstream.

## Duties and Key Responsibilities

To provide high quality HR administrative support across the full spectrum of HR administration, including:

- Recruitment Administration
- Asylum & Immigration Documentation checks for New Starters/Re-Joiners/Lifecycle of Employee/ Extensions/Annual Right to Work checks
- General HR Administration
- Absence management
- Preparation and issue of contractual documentation
- Payroll updates
- Administration support providing letters for grading of posts
- Probation administration
- Maternity/Paternity administration

- Recruitment and selection
- Equality and Diversity
- Administration of performance management and improvement systems
- Termination of employment (all categories)
- Upkeep of electronically stored personal records
- Carry out regular HR Audit checks to ensure integrity of data is maintained
- Compliance with Data Protection Legislation

## General Responsibilities

- To apply a good working knowledge of HR administrative systems to answer queries and resolves problems from colleagues and external customers.
- To manage the workload allocated by the People Manager ensuring that all queries are dealt with in a timely, accurate manner, escalating complex problems to the relevant senior colleague as required.
- To make effective and accurate use of the HR/Payroll system (Dataplan) and support the recruitment processes to input and revise data and produce contractual and other documentation within defined quality standards and service level agreements.
- To take ownership of any query and/or issues raised seeing it through to resolution and keeping the team leader informed where appropriate.
- To support on development of the digital infrastructure of the People Department and scope ATS, HR and payroll systems
- To support on Learning and developing frameworks by scoping digital providers, coordinating on L&D activities and engagement surveys
- To accurately calculate pay, annual leave and other contractual entitlements.
- To follow published procedures and work instructions where supplied, using appropriate judgement as to when to escalate an unusual enquiry to the Team Leader/ HR Manager.
- To provide excellent customer care at all times, contacting Departments and external customers to source and exchange information as required.
- To amend (and on occasion draft) contractual/recruitment documentation, ensuring the content is complete, accurate and appropriate for the circumstances.
- To ensure that all written documentation i.e. e-mail, letters, contracts are accurate and contain the correct information and the content is suitable for the recipient to receive. Taking responsibility and signing all appropriate correspondence.

- To instigate and process completed HR forms as allocated, ensuring appropriate levels of authorisation (financial and otherwise) are obtained before any contractual changes are actioned.
- To contribute to the on-going review and improvement of HR operational processes ensuring the delivery of a customer focused, added value service.
- To provide informal coaching/training experience to colleagues in relation to HR administrative tasks.
- To maintain confidentiality in all matters, adhering to Data Protection legislation at all times.
- To take ownership of identifying any system input /administration outputs, taking corrective action for any conflicts in the information that you are processed and ensuring this is corrected in consultation with your line manager.
- To work across the HR workstreams, in response to peaks and troughs of business activity.
- To have an understanding of how equality and diversity applies to the responsibilities of the role and to actively promote equality and diversity in all aspects of the role.
- To support the operations team on workstreams which align with HR objectives and goals
- Any other duties that fall with the purview of the post as allocated by the line manager.

### Other

- Based remotely, this job may involve occasional travel throughout England.
- Occasional unsociable hours are also required.

<b>Person Specification (HR Assistant)</b>			
<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>How to be assessed</b>
<b>Qualifications, Knowledge and Experience:</b>	<p>Relevant HR or equivalent qualification or experience.</p> <p>Successful experience of working in a complex administrative role within an HR environment.</p>	<p>Experience of using Dataplan and CitrusHR</p> <p>Experience of grading jobs using a structured Job evaluation methodology.</p>	Application/ Selection process

	<p>Numeracy and literacy skills, including percentages and decimals, grammar, and spelling.</p> <p>Successful experience of using an HR/Payroll and/or online recruitment systems.</p> <p>Able to demonstrate working knowledge of Microsoft Word and Excel and the use of standard office equipment.</p> <p>Awareness of relevant employment legislation as it is related to the role.</p> <p>An understanding of the principles of Job Evaluation and Equal Pay.</p>		
<b>Planning and Organising:</b>	<p>Ability to effectively organise allocated work activities, work to tight deadlines and assist in the effective organisation or non-standard tasks and events.</p> <p>Proven organisation skills.</p> <p>Attention to details.</p>		Interview/ application
<b>Problem Solving and Initiative:</b>	<p>Ability to use appropriate judgement to seek and clarify detail where appropriate.</p>		Interview/ application

	<p>Ability to work independently to solve a range of problems relating to administrative processes.</p> <p>Ability to plan workload throughout the month, to ensure payroll changes are completed in advance of the payroll deadline.</p> <p>Ability to analyse data and present summary information in a clear and concise format.</p> <p>Ability to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.</p>		
<b>Management and Teamwork:</b>	<p>Willingness to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Experience of providing informal training/coaching to colleagues in relation to administrative tasks.</p>		Interview/ application
<b>Communicatin g and Influencing:</b>	<p>Ability to provide accurate and timely guidance and advice, explaining established policies and procedures as required.</p>		Interview/ application

	<p>Ability to recognise when issues need to be passed to a senior colleague for authorisation.</p> <p>Ensure high levels of confidentiality and communication are maintained with client stakeholders.</p>		
<p><b>Other Skills and Behaviours:</b></p>	<p>Proficient in the use of software packages and Microsoft office software.</p> <p>Proficient in use of online recruitment and HR software systems.</p>		<p>Interview/ application</p>

<b>Behavioural Competencies (HR Assistant)</b>	
<b>Customer Focus</b>	Demonstrates a clear understanding of who HR customers are and consistently demonstrates excellent customer service, treating all customers with fairness, dignity and respect.
<b>Accountability</b>	Takes pride in and accepts accountability for the accuracy of their work, decisions made and advice given. Applies attention to detail and achieves high levels of accuracy.
<b>Communication &amp; influencing</b>	Provides accurate impartial advice maintaining confidentiality and professionalism at all times. Uses tact and diplomacy with challenging customers. Communicates openly and effectively with other team members and customers.
<b>Teamwork/ Collaboration</b>	Establishes and maintains constructive and mutually supportive relationships with colleagues and other key stakeholders. Willingly provides support to colleagues to accomplish HR goals as required. Actively participates in meetings, asking questions, listening and providing information and ideas as required.
<b>Seeks Excellence</b>	Looks for ways to improve services, sharing ideas for improvement with colleagues and managers and being actively involved in implementing agreed changes.
<b>Growth Mindset</b>	Embraces challenges, persists through obstacles, views effort as the way to grow, learns from failure and criticism and seek out inspiration in others' success. Actively pursues learning activities that will increase knowledge and skills relevant to the role. Readily shares knowledge and skills to help colleagues develop and improve the overall HR Service. Activity seeks Feedback
<b>Judgement/ Problem Solving</b>	Prioritises and orders activities, overcoming obstacles to get results and meet objectives and deadlines. Follows established processes and procedures to resolve problems and make sound, timely decisions. Identifies and researches appropriate sources for relevant information in order to answers questions and provide accurate advice. Questions discrepancies, gaps and inconsistencies in data, processes and systems, to ensure accuracy of data and advice at all times. Demonstrates sound judgement in determining when to escalate a problem to a more senior colleague.

## Benefits

- Generous Annual Leave: 28 days, rising to 30 with long service, plus 8 bank holidays.
- Extra Leave Days: Celebrate International Women's Day and the Tuesday after the August bank holiday.
- Valuable Pension Benefits: Join Women's Aid pension scheme with a 7% employer contribution.
- Flexible Working: remote working, family-friendly policies and paid leave for maternity, paternity, and adoption.
- Wellness and Support: Cycle to Work Scheme, free optician check-ups, annual flu vaccines, and 24-hour counselling helpline.
- Mental Health and Well-being: 'Reflective Practice' sessions, team catch-ups, access to 'Headspace' for mindfulness, and Employee Assistance Program with counselling and advice services

## Summary of Terms and Conditions of Employment

**Terms of appointment:** Confirmation of appointment will be subject to the satisfactory completion of a probationary period. This will normally be of six months (less for short term contracts). During this time an employee will be expected to establish their suitability for the post. During the probationary period employment may be terminated in writing, giving one week's notice by either party (this may be waived by mutual agreement). Only any statutory dismissal procedure will apply during the probationary period. There is no probationary period for contracts of under 3 months.

All posts are subject to a DBS check, two suitable references and right to work checks.

**Salary:** £23,000 pro rata. (Grade 1) + benefits. Salary is paid in arrears through bank credit by the 25<sup>th</sup> of each month. Part time staff receive pro-rata payment based on hours worked.

**Working hours:** The standard working hours for this post are 37 hours per week, based in London/Bristol/Remote UK based; benefits include a generous bank holidays and annual leave package and contributory pension scheme. All posts, including remote posts must be based in the UK.

**Support and supervision:** Women's Aid has a commitment to providing regular supervision and support to staff with annual appraisals forming a key part of staff development. We have a training policy in place and encourage staff to take an active role in their career development plan.

**Pension:** Women's Aid is enrolled with the People's Pension scheme. Women's Aid normally contributes 7% of salary and the employee contributes 3% towards the group pension scheme. Eligible staff will be automatically enrolled on the scheme when they have successfully completed the 3-month interim probationary review.

**Annual Leave:** Women's Aid offers an annual leave entitlement of 28 days per year rising by one day per year until 30 days annual leave per year is reached. In addition, we offer 8 days public holidays plus 2 additional days in March and August. Plus, three days of 'end of year' leave, bridging the gap between the festive holiday period and new year to allow colleagues to rest and recharge during this unique quiet time. All leave entitlement is calculated pro-rata for part time employees

**Other leave:** Employees have contractual rights to time off for reasons of sickness, maternity and other circumstances.

**Period of notice:** 1 month after your probationary period has been completed.

**Union:** You have a right to membership of a trade union. Women's Aid recognises Unison.

**Asylum and Immigration Act 1996:** To confirm your right to work in the UK, Women's Aid will need to see the original of at least one document from a specified list (available on the UK Government website). Most



commonly this is a British Passport.  
Additional information is available on request.

