

JOB DESCRIPTION

Job Title:	People Assistant
Location:	London, UK - Hybrid Working
Reporting to:	Head of People with oversight from the People Coordinator
Management responsibility (if applicable)	None
Grade and Salary:	£29,512 gross per annum FTE £17,707 gross per annum pro rata for 22.5 hours Grade C
Contract terms and hours:	Fixed-term contract – 12 months Standard working week – 22.5hrs

Background:

Saferworld is an independent international organisation working to prevent violent conflict and build safer lives. We work with people affected by conflict to improve their safety and sense of security and conduct wider research and analysis. We use this evidence and learning to improve local, national and international policies and practices that can help build lasting peace. Our priority is people - we believe in a world where everyone can lead peaceful, fulfilling lives, free from fear and insecurity. We are a not-for-profit organisation operational across Africa, Asia, the Middle East, Europe and North America.

Saferworld is committed to providing a safe trusted environment that safeguards our staff, partners and communities. Our organisational integrity is derived from the values and principles that underpin and guide our work.

Saferworld's staff are central to our mission. As the organisation continues to evolve, we are committed to ensuring our people systems, staff experience and internal processes support a high-performing, values-led and inclusive working environment. The People function plays a key role in strengthening employee experience, supporting managers, embedding effective people processes and ensuring organisational compliance.

Job purpose:

The People Assistant will provide quality administrative, systems, and coordination support across Saferworld's People function. The post-holder will lead on day-to-day People systems administration, including maintaining accurate HR data, trackers, staff records and internal People platforms, while supporting the People Coordinator to deliver consistent employee lifecycle processes.

The role will act as a first point of contact for routine People systems and administrative queries, help strengthen data accuracy and process compliance, and support recruitment, onboarding, payroll changes, staff communications, policy administration and wider People Team priorities.

Roles and responsibilities

1. People systems, data and records

- Lead day-to-day administration of People systems, including Cascade and other People platforms, ensuring staff records are accurate, complete and updated on time.
- Maintain accurate HR trackers, staff files, recruitment records, onboarding checklists, leave records, contract change records and other People Team documentation.

- Support the People Coordinator in preparing routine people data, monthly updates and reports, ensuring staff changes are accurately reflected in systems and shared with relevant colleagues.
- Monitor systems data quality and follow up on missing or incomplete information with staff, managers and HR focal points.
- Provide first-line support to staff and managers on HR systems queries, escalating technical or complex issues where required.
- Support regular review of systems processes and make practical recommendations to improve accuracy, efficiency, user experience and compliance.

2. Support to the People Coordinator and employee lifecycle

- Provide administrative and coordination support to the People Coordinator across recruitment, onboarding, induction, probation, contract changes, leave processes and exits.
- Support recruitment processes by preparing adverts, scheduling interviews, communicating with candidates, supporting reference checks and maintaining recruitment records.
- Prepare draft HR letters, templates and documents for review, including contract change letters, probation reminders, induction materials and exit documentation.
- Support arrangements for new starters, including induction schedules, systems access, welcome information and filing of onboarding documentation.
- Track probation, contract end dates, leave and exit actions, and follow up with managers to ensure actions are completed on time.
- Support the People Coordinator with staff engagement, wellbeing and employee experience administration as required.

3. Processes, policies and internal platforms

- Support the maintenance and improvement of People processes, guidance, templates and standard operating procedures.
- Maintain People content on SharePoint and other internal platforms, ensuring information is accurate, current and easy to access.
- Support the People Team with the creation and updating of new and existing policies and procedures.
- Support implementation of audit recommendations, internal compliance checks and process improvement actions linked to People systems and records.
- Provide content for staff communications, including routine People updates, reminders and newsletter items.

4. Payroll, compliance and administration

- Support the People Coordinator and Finance colleagues to ensure payroll changes, including new starters, leavers, contract amendments and leave adjustments, are captured accurately and communicated on time.
- Assist with preparation and checking of routine employee change information, final pay inputs and supporting documentation as required.
- Maintain confidentiality and ensure People records are handled in line with data protection, Saferworld policies and relevant employment requirements.
- Track routine HR deadlines and compliance requirements, including training records, contract administration, staff documentation and other agreed people operations tasks.

5. Team coordination and wider support

- Provide flexible administrative support to the People Team and contribute to planned People projects and organisational priorities.

• Build effective working relationships with colleagues across country programmes and global teams to support consistent people practice. • Support meetings, workshops and training sessions by preparing materials, scheduling sessions, taking notes and following up on agreed actions. • Undertake other related duties as agreed with the line manager.	
Key working relationships • People Coordinator • Head of People • Regional and Global People Leads and Country HR focal points • Finance colleagues and other function teams • Managers, staff representatives and external People service providers	
Scope and accountability	
Decision-making and limits of authority	The post-holder is expected to exercise sound judgement in administering HR systems and records, maintaining confidentiality, identifying routine issues and escalating higher-risk or complex matters appropriately.
Financial resources	N/A. Supports the administration and coordination of approved People activities and service providers as delegated.
Other resources	Responsible for maintaining accurate HR records, trackers, systems data and People information on internal platforms, including Cascade and SharePoint.
People management	N/A
Legal, regulatory and compliance responsibility	Support compliance with organisational policies, HR procedures, data protection requirements and relevant employment legislation. Ensure people administration and systems processes are handled consistently, appropriately and with due regard for confidentiality.
Person specification	
Knowledge, qualifications and experience • At least 2 years of experience in an HR, People, administration or coordination role, ideally in a busy multi-country or non-profit environment. • Experience maintaining HR systems, databases, trackers and personnel records with a high degree of accuracy. • Experience supporting recruitment, onboarding, induction, contract administration and employee lifecycle processes. • Good understanding of HR administration, confidentiality, data protection and good record management practice. • Experience supporting policy, process, and document management. • Good working knowledge of MS Office software packages and collaborative platforms such as SharePoint. • Experience of working in a multicultural environment and across teams in different locations is desirable. • Relevant HR qualification or progress towards professional membership such as CIPD is desirable.	
Skills and abilities • Strong systems skills, including the ability to maintain accurate records, update databases and identify data quality issues. • Flexible and collaborative, with the ability to work across different teams, cultures and locations. • Ability to handle confidential and sensitive information with discretion and good judgement.	

- Good coordination skills, including arranging meetings, preparing materials, taking notes and tracking actions.
- Proactive, solution-focused and willing to improve processes and ways of working.
- Good written and verbal communication skills, with the ability to communicate sensitively and effectively with staff and managers.
- Excellent organisational skills and attention to detail, with the ability to manage routine deadlines and follow through on actions.
- Ability to interpret routine HR processes and provide practical first-line support to staff and managers.

Personal qualities

- Commitment to and compliance with Saferworld's safeguarding principles.
- Commitment to respect and value equality and diversity, and understanding of how this applies to own area of work.
- Commitment to own continuing personal and professional development.
- Commitment to the vision, mission and values of Saferworld.
- High level of integrity, reliability and care in handling people-related information.

Other requirements

- Able to undertake occasional travel if required.
- Willing and able to adjust to multiple demands, shifting priorities and changing organisational needs.

Application process

Apply through our vacancy portal on our Saferworld [Jobs website](#)

Upload your CV and a covering letter addressing the person specification and why you feel your experience matches the requirements of the role.

Closing date for applications: **20th August 2026**