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|  | **Job Description** | |
| People Services Administrator | |
| Reporting to: | HR Operations Manager |
| Responsible for: | N/A |

Aims of the post

To support the work of the People Services team by providing excellent administrative support. Working with the HR, Recruitment and L&D Managers to support existing processes and with the development of new ones.

Main purpose of the job

* Complete administrative tasks for all aspects of the employee lifecycle, which may include:
  + Posting job adverts, sifting applications, arranging interviews, issuing offer letters
  + Completing pre-employment checks including references, DBS, Right to Work, driving licence checks, as well as coordinating and completing ongoing/cyclical checks to maintain compliance.
  + Issuing contracts and variations to contracts of employment
  + Adhering to all new starter and leavers processes, including updating the HR system and other internal systems.
  + Arranging and booking training
  + Recording attendance at training, and supporting managers to improve attendance
  + Creating, maintaining and archiving staff records, including completing reference requests for current/past team members
  + Processing employee benefits and ensuring team members know how to access and use our benefits
  + Completing basic reports, and ensuring that the data held within our systems is up to date and accurate at all times
  + Note taking in meetings, including conducting lower level exit interviews
  + Ensuring Phoenix’s people our compliant with regulatory expectations applicable to their employment, and escalating any concerns, non-compliance, or risk of non-compliance in order to protect the vulnerable people we support.
* Deliver an outstanding level of customer service to all internal and external customers.
* Work closely with colleagues in the wider People Services Team, Payroll and Operational colleagues to ensure that we meet the needs of our managers and team members at all times.
* Adhere to and promote the organisation’s Safeguarding, Equality & Diversity, Values, and Health and Safety policies and practices.
* Share success stories and achievements with the aim of inspiring the wider workforce and wider public relating to the great work we do.
* Undertake such other duties as may be required by or on behalf of the Group provided that they are consistent with the nature of the post. \*

# Working in Partnership

* 1. Act as lead point of contact for all people services enquiries within own specified area
  2. Support managers in their interaction with any people services enquiries
  3. Provide assistance to internal or external auditors i.e. Ofsted, CQC, CIW, local authorities, fire service etc.
  4. Support the People Services Managers and People Director to deliver the overall People Strategy in line with the Company’s vision and values and implementing the delivery and sustainability of the People Strategy and core business change programmes in the areas of responsibility.

# Training

* 1. Ensure all personal training is undertaken in a timely manner.

# Business Analysis, Metrics, Reporting & Projects

* 1. Ensure all systems and data is comprehensive, accurate and up to date.
  2. Assist in the production of monthly People Services related management reports to ensure awareness and understanding of workforce statistics and advice on areas for improvement.

# Health, Safety & Wellbeing

* 1. Be aware of the overall responsibility Leaders have for the Health and Safety arrangements within the service and the wider organisation. This includes risk assessment of those working within the services. Support managers in ensuring that Phoenix meets its obligations for health and safety training.
  2. Take care of your own health and safety and that of people who may be affected, including People we support, fellow colleagues and visitors / trainers by what you do (or do not do).
  3. Follow the Company’s Policies and procedures, training and instruction you have received while at work.
  4. Immediately report and Health and Safety concerns to your Manager.

# Relationships

* 1. Establish and maintain balanced relationships with employees, leaders, customers, the local community and other parties to whom Phoenix has dealings.
  2. Always represent the Company and our services in a professional way.
  3. Work as an integral part of the operational team; supporting the operations team to provide high quality customer service.
  4. Develop positive and proactive relationships with Central Support ‘Hub’ services (e.g. Recruitment, Central HR Administration, Finance, Maintenance, IT and other central support services).

# Personal Responsibilities.

* 1. Understand your responsibilities for safeguarding when interacting with People we support, their personal information and when visiting any of our services.
  2. To maintain appropriate confidentiality of information relating to the Company and its employees and maintain compliance with the Data Protection Act and General Data Protections Regulations (GDPR).
  3. This role will act as a role model for the Phoenix Values and Code of Conduct.

# Management

7.1 No Line management responsibility

Person Specification

APP – Application INT = Interview AST = Assessment

| **Essential Criteria** | **Measurement** | | |
| --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
| Has a full understanding of and a commitment to Equal Opportunities and Diversity. |  | **ü** |  |
| Excellent written and verbal communication skills. | **ü** | **ü** | **ü** |
| Good IT skills, skilled in using Microsoft Word, and Excel packages and experienced in working with L&D packages/databases. | **ü** | **ü** | **ü** |
| Excellent organisational skills including ability to manage time and prioritise effectively. | **ü** | **ü** | **ü** |
| Good general education with minimum GCSE / equivalent in English & Maths | **ü** | **ü** | **ü** |
| Motivated and able to use own initiative whilst remaining flexible, reliable, patient, compassionate and maintaining a sense of humour. Ability to tolerate ambiguity. | **ü** | **ü** |  |
| Passion to provide an excellent quality of service. | **ü** | **ü** |  |
| Understanding of the key roles of a HR Department and how they contribute to organisational success | **ü** | **ü** |  |
| Attention to detail | **ü** | **ü** |  |
|  |  |  |  |

| **Desirable Criteria** | **Measurement** | | |
| --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
| Experience of working in a busy HR Department | **ü** | **ü** |  |
| Experience / Understanding of the Care /Education Sectors | **ü** | **ü** |  |
|  |  |  |  |
|  |  |  |  |

Competency Framework

| **Core** | | |
| --- | --- | --- |
|  | Demonstrates fortitude in actions and personality |  |
|  | Continued focus on people we support and engage with |  |
|  | Communicates and interacts with colleagues positively |  |
|  | Take responsibility for personal practice and development |  |
|  | Strives for quality improvement |  |
|  | Delivers functional competencies | As set out in your job description. |

| **Leadership** | | |
| --- | --- | --- |
|  | Shares and develops relationships |  |
|  | Champions team culture and purposeful development |  |
|  | Plans effectively and delivers innovatively against business objectives |  |

Values

| **Organisation Values** | | | **Measurement** | | |
| --- | --- | --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
|  | Nurture | To support, cherish and encourage the individual based on their own opportunities now and into the future. | **ü** | **ü** | **ü** |
|  | Flourish | To provide the right environment and encouragement for each individual to make their own unique achievements. | **ü** | **ü** | **ü** |
|  | Grow | To foster, cultivate and develop positive relationships and progression. | **ü** | **ü** | **ü** |

| **Team Charter** | | | **Measurement** | | |
| --- | --- | --- | --- | --- | --- |
| **APP** | **INT** | **AST** |
|  | Honesty | Mutual honesty is the cornerstone of any relationship we build with the people we work with. | **ü** | **ü** | **ü** |
|  | Empathy | We work to understand and empathise with all the individuals we care for – it is important we show empathy and not sympathy. | **ü** | **ü** | **ü** |
|  | Aspiration | We work to assist all individuals aspire to achieve their goals and outcomes. | **ü** | **ü** | **ü** |
|  | Respect | We treat others in the same way we wish to be treated and to build shared respect. | **ü** | **ü** | **ü** |
|  | Teamwork | We strive to provide consistency in our approach through effective teamwork and to bring the best out of each other. | **ü** | **ü** | **ü** |