

## JOB DESCRIPTION

<b>Job title</b>	People Services Assistant
<b>Sector/Function</b>	HR
<b>Department</b>	HR Operations
<b>Reports to</b>	People Services Team Leader
<b>Grade</b>	Grade 3

<b>Job purpose</b>	The provision of timely and accurate HR administration support, working as a member of the HR Shared Services Team, to deliver a high quality and effective HR service to all Turning Point Colleagues.
<b>Key accountabilities</b>	Pro-actively responding to and deal with all queries via phone, email and ticket system to meet the agreed Service Level Agreements (SLA's) including follow up actions and escalation where appropriate.
	Working flexibility as part of a team to deliver a range of HR activities which underpin the HR shared service model.
	Working alongside the recruitment team to ensure the onboarding of new starters is dealt with in a timely and friendly manner and supporting candidate's with the onboarding process (but not limited to), DBS checks, ETW checks, contacting new starters to obtain outstanding information and supporting managers with onboarding queries.
	The ability to prioritise workload effectively and maintain quality of work when deadlines approach.
	Responsible for supporting colleagues in the following areas (but not limited to), Maternity, Paternity, Annual Leave, Pay, New Starters/Leavers, References, DBS renewals.
	Ability to maintain effective filing systems (electronically) for HR/Payroll forms and data by application of policies and procedures related to contractual, statutory and audit requirements.
	Effective demonstration that confidentiality and data protection policies and procedures are maintained by regular review of statutory and organisation policies and procedures on such matters.
	Processing invoices that relate to HR activity on the finance system, acquiring sign off from the relevant budget holder.
	Assisting the HR Advisory team by advising managers on Turning Point's policies and procedures.
	Support the HR Business Partners with administration for TUPE in and TUPE out process.

## PERSON SPECIFICATION

<b>Job title</b>	People Services Assistant	
<b>Personal attributes</b>	<b>Essential</b>	<b>Desirable</b>
	<p>The ability to work independently and as part of a team, sharing information to enable everyone to perform to the highest standard.</p> <p>Effective communication, to be able to communicate using different mediums such as oral and written to convey the appropriate message to different stakeholder/customer groups across the business.</p> <p>Upholding a customer focused approach, remaining professional and informative at all times with empathy for the customer.</p> <p>Enthusiastic &amp; Positive with a 'can do' attitude and the initiative to highlight where improvements can be made – they do not wait to be asked.</p> <p>Strong organisational/time management skills with the ability to prioritise a number of tasks with differing deadlines/levels of importance?</p> <p>Forward thinking and strong problem solving skills with the ability to identify the root cause of issues and address them with appropriate solutions.</p>	<p>Building relationships with our customers (internal/external) through delivery of a high standard of customer service and understanding their needs from their perspective.</p> <p>Curious and inquisitive style, ensuring that the task is fully understood before undertaking it, demonstrating strong listening skills and asking challenging questions where appropriate to identify better ways of working.</p> <p>Willingness to learn and take on new challenges, attend employment seminars, work across the HR team gaining invaluable experience and skill set.</p>
<b>Technical attributes</b>	<b>Essential</b>	<b>Desirable</b>
	<p>Ability to use Microsoft office suite applications to an intermediate standard.</p> <p>A practical understanding of confidentiality and data protection legislation.</p>	<p>Supporting HR Advisors on employee relation matters including Disciplinary Conduct/Performance, Grievances, Absence Management.</p> <p>Experience of manual calculations using tax, NIC, Student loan and Court Order rules and tables.</p>

	<p>Excellent numeracy and analytical skills.</p> <p>Experience of using a HR/Payroll system and answering basic Payroll queries.</p> <p>Knowledge of Employment Law, such as ACAS code of practice.</p> <p>Experience of working with HR policies and understanding how they govern and impact the administration of HR procedures.</p>	<p>Experience of iTrent HR system.</p> <p>Experience of organisational change projects including restructures, redundancy, TUPE.</p>
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<b>Acquired experience &amp; qualifications</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Experience in a customer focused role.</li> <li>• Experience in an Administrative focused role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a human resources role</li> <li>• CIPD Level 3 qualified</li> </ul>

<b>Other requirements</b>	Essential	Desirable
	Flexibility to support colleagues across the HR team on adhoc projects.	