

## **JOB DESCRIPTION**

<b>TITLE:</b>	People Services Administrator/Trainee HR Advisor
<b>LOCATION:</b>	Salem Street, Bradford
<b>RESPONSIBLE TO:</b>	Head of People Services
<b>ACCOUNTABLE TO:</b>	Head of People Services
<b>PAY BAND:</b>	£27,756 per annum (progression scheme in place for successful completion of traineeship)
<b>HOURS:</b>	Monday – Friday 37.5 hours pw (excl 30 min unpaid break)

### **Job Purpose**

The postholder will provide comprehensive, efficient and confidential administrative support to the People Services function at The Bridge Project.

This is an important role, interfacing on a regular basis with a wide variety of staff at all levels and external organisations and individuals. This will be achieved by:

- Providing high level, comprehensive business and administrative support for the People Services function, ensuring a systematic and effective service is delivered.
- Promoting a competent and professional image commensurate with the status of the organisation.

### **Main Duties and Responsibilities**

1. Service a variety of People Services meetings (grievance/disciplinary/sickness management) and recruitment events, ensuring that these are managed efficiently, ensuring that papers are prepared, minutes taken and circulated in a timely manner and action points have been undertaken. This will include arranging appropriate venues and any required equipment. Ensure that the attendees have all the relevant documents to attend meetings/interviews and have been given the reading literature in a timely manner prior to the meeting date.
2. Progress, chase and follow up actions on behalf of the Head of People Services.
3. Communicate effectively, confidently and confidentially with all internal and external stakeholders, including SLT, on a face-to-face basis, by telephone, letter and electronically and building good working relationships.
4. Proficiently utilise word processing and software packages, to produce high quality documentation, including confidential and other minutes and originate replies to routine correspondence on behalf of the Head of People Services.

5. Utilise Windows-based computer packages, in particular Word, Excel and Power Point. Develop and maintain databases as necessary.
6. Provide the organisation with confidential management support in dealing effectively with a range of often politically and personally sensitive people related issues.
7. Offer an effective and confidential conduit for urgent and/or sensitive issues when the Head of People Services might be unavailable.
8. Undertake/support specific projects as required.
9. Organise and manage as required corporate events and away days.
10. Develop and maintain comprehensive up to date accurate filing and office systems (both manual and electronic) whilst working towards a paperless office environment by developing and maintaining a consistent policy of working more efficiently, and smarter as an organisation with respect to communications and record keeping.
11. Assist colleagues with identified administrative cover arrangements during times of annual leave/sickness etc.
12. Develop and maintain a working knowledge of all areas of the organisation.
13. Take responsibility for own participation in appraisal and personal development, ensuring mandatory training is up to date.
14. To create and maintain both manual and electronic employee records.
15. To assist with recruitment processes such as, advertising vacancies, managing the recruitment inbox, answering queries, providing shortlisting paperwork, inviting and greeting candidates at interview.
16. To assist with onboarding such as reference requests, offer letters, right to work checks, DBS checks and induction arrangements.
17. To assist with data collection to provide monitoring information for the SLT/Board of Trustees, such as starters, leavers, formal procedures and vacancy tracking.
18. To create new records and maintain HR Planner and the Learning Platform.
19. To maintain payroll records, and undertake the monthly payroll routine using payroll software, with support from the Director of Finance and Support Services.
20. To design a monthly newsletter for People Services.
21. To undertake other duties commensurate with the grade of post.

## **PERSON SPECIFICATION**

### **ESSENTIAL**

#### **Experience**

1. Experience of working within a People Services team.
2. Recent experience (within the last 12 months) of working in an administrative capacity in a People Services team.

#### **Skills/Knowledge**

1. Good literacy and numeracy skills, GCSE Maths and English.
2. Ability to communicate effectively both verbally and in writing at all levels.
3. Ability to work well with others.
4. Thorough attention to detail.
5. Highly organised and methodical, able to prioritise and work on own initiative.
6. Ability to use MS Office Packages (Word, Excel, PowerPoint) at intermediate level.
7. Resilient, calm and professional and able to work under pressure and meet deadlines.
8. Ability to show tact, diplomacy and discretion.

#### **Other**

1. Honesty, integrity and strong values.
2. Ability to show empathy with Bridge's aims and objectives.
3. A willingness to work flexible hours on occasion.
4. A willingness to undergo a Standard DBS Check.

### **DESIRABLE**

#### **Qualifications**

1. Administration or Office Management qualification/studying for or willing to study for a relevant professional qualification (e.g. CPP/CIPD).

#### **Experience**

1. Experience of working in the not-for-profit sector.

#### **Skills/Knowledge**

1. A good understanding of GDPR.

<b>Key Behaviours</b>	<b>Works Proactively</b> Demonstrates initiative, thinks ahead and takes prompt action to solve problems; completes tasks, overcomes obstacles and seize opportunities.
	<b>Leads Change &amp; Improves Performance</b> Responds quickly and positively to change, seeking to continuously improve performance by learning quickly from our mistakes, celebrating our successes and constantly developing our people and processes.
	<b>Demonstrates Creativity &amp; Innovation</b> Applies creative and lateral thinking to organisational issues; challenges the status quo and introduces new ideas, methods and processes.
	<b>Client &amp; Customer Focused</b> Focuses on and understand the needs of internal and external service users, members and other stakeholders and strives to deliver a prompt, effective and personalised service. (For 'service users', please also read members, stakeholders and audiences).
	<b>Influences Others &amp; Communicates Effectively</b> Positively influences others and where appropriate persuades them to change their views, intentions or actions. Listens closely and communicates clearly both verbally and in writing.
	<b>Applies &amp; Shares Expert Knowledge</b> Demonstrates the specialist knowledge and technical requirements of the job. Applies skills and experience to perform the job effectively, completes work to a high standard and shares knowledge across the organisation.
	<b>Works Collaboratively with Others</b> Works collaboratively with others for the good of the business; builds a network of good relationships and develops a thorough understanding of the organisation and the wider sector.
	<b>Values &amp; Respects Others</b> Respects other individuals; listens and takes into account different opinions, feelings and motivations; is trustworthy and acts with integrity; responds and acts constructively towards others.