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| **Role title:** | People Services Assistant | **Responsible to:** | People Services Lead |
| **Division:** | People | **Department:** | People Operations |
| **Direct Reports and Level:** | N/A | **Scope:** | People Services in UK and International |
| **Scale:** | N/A |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Core 2 | **Role Family** | Group Corporate Services |

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| **Overall Role Purpose** |
| The People Services Assistant will provide support to the People division including ensuring effective and efficient administrative support of people policies and procedures, payroll and benefits, training and development, coordination, maintenance of the HR systems and supporting data protection compliance to ensure the business remains compliant and service to colleagues is delivered within agreed timescales. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational**   * Support the delivery of the People strategy to plan, cost and quality * Ensure all people services transactions and contacts are processed, distributed, recorded and fully resolved in a timely, accurate and confidential manner in accordance with the agreed protocols and service levels. * Support on assigned People projects affecting MPS wide and roll out other projects/initiatives within People ensuring delivery of projects to time, cost and quality and that can demonstrate a return on investment * Support monthly and annual HR processes (payroll, salary review, bonus, benefits) within the organisation ensuring timely processing and completion in line with governance timeframes * Provide support and minute taking for colleague meetings as required ensuring a level of accuracy and completeness of the minutes that could meet auditable standards. | * Corporate Strategic priorities Vs plan * Division Plan delivery Vs plan * Delivery of projects to plan * Delivery of People service to agreed SLA’s |
| **Financial**   * Support the production of people metrics from organisational data sources to inform business decisions and actions which results in a measurable improvement in business performance and people metric trends. * Ensure that all spend is managed within organisation policy reporting on variance to budget to the People leadership team * Manage all transactions and tasks requested by the People division in accordance with policy and ensure those which incur costs comply with all financial controls. | * Operational budget Vs Plan |
| **Member**   * Monitor emerging people risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group. * Provide support to the People Operations function to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies. | * Net promoter score * Policy compliance audit results |
| **People**   * Promote positive employee relations and champion a community environment which enables the diversity agenda, wellbeing of our colleagues and builds our reputation in the market place as a positive employer brand. * Take personal accountability for own training, competence, performance and engagement of self and colleagues ensuring clarity on own accountabilities and comply with all governance, policy standards and processes. * Build good working relationships with a range of Stakeholders and support the People team in managing these stakeholder expectations. | * Delivery of Personal Development Plan to plan * One to one / performance review meetings Vs Plan |
| **Risk**   * Contribute to an environment where all colleagues in People recognise the importance of risk identification and management * Identify and report risks and issues identified within People and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues. | * Risk & Control Self- Assessment * Divisional Audit Actions |

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| **Responsibilities (RACI)** |
| * To work to achieve close and harmonious relationships across the offices and departments in all aspects of the work, especially at the interface with other departments. * As the HR risk landscape continually changes, keep abreast of evolving legislation and best practice; recommend opportunities for MPS to become more efficient and effective in People practices * Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role. |

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| **Key Governance Responsibilities** |
| * Management and coordination of People meetings and committees. |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Self |
| Building Capability in Self and Others | Leading Self |
| Influencing Others | Leading Self |
| Collaborating for Results | Leading Self |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking | Leading Self |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Graduate or Minimum Level 3 Chartered Institute of Personnel and Development (or studying towards) * Proven practical work experience within an HR role. | * Good I.T. skills including Word, Excel, Outlook and PowerPoint. * Prioritise work and manage multiple activities * Excellent interpersonal and written communication skills. * Demonstrate attention to detail / accuracy * Problem solve and make informed decisions using own initiative. * Handle confidential information with integrity * Excellent organisational and diary management skills. * High-energy work ethic, ability to establish vision, drives change and delivers results. | * Experience of providing HR administration support * Knowledge and application of people and employee relations approaches, methods * Up-to-date knowledge of employment law, best practice, contemporary approaches and HR policies and procedures. |
| **Desirable** | * Qualification in risk management or associated qualification |  | * Experience of other administration e.g. pay and benefits, recruitment * International HR experience * Knowledge of Cascade HR system * Pension Scheme legislation |