

JOB DESCRIPTION

Job Title:	People Operations Assistant	Grade:	SG4
Department:	People Directorate	Date of Job Evaluation:	Dec 2022
Role reports to:	People Operations Manager		
Direct Reports	None		
This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

The People Operations Assistant will be responsible for:

- Providing end to end administrative support to colleagues in the People Operations Team
- Act as a first point of contact for general HR operational queries
- Ensure accurate input and maintenance of all employee records kept on University systems
- Ensure all employee records are maintained and comply with legislation including UKVI and GDPR

KEY ACCOUNTABILITIES:

Team Specific:

- To support the onboarding of HPLs, student employees and other casual staff through the production of contracts and maintenance of personal records in Horizon
- To ensure all payroll related processes and queries are actioned in a timely manner and meet the required payroll cut off dates
- To support the People Operations Team in the production and maintenance of staff personal files, specifically papers copies which need to be maintained
- To administer and maintain records for certain types of leave including, sickness and parental leave
- To create and maintain records in accordance with the HR standard templates ensuring records are created, updated and archived in a timely, accurate and consistent manner
- Liaise with managers and employees with regard to the ending or extending of fixed term contracts and ensure Horizon is updated appropriately including data cleansing cycles
- To administer processes in relation to employees leaving the university and take appropriate action depending on their method of exit including terminating the record on Horizon
- To support and embed changes to HR processes

Managing Self

- To work collaboratively with colleagues within the People Operations Team as well as the wider People Directorate
- Work to deadlines and project plans
- Respond to enquiries in a timely and effective manner
- Ensure on-going knowledge of employment law, internal policies and process changes to maintain quality of advice
- Maintain and develop expertise, professional networks and contacts and as appropriate, cascade and share information and knowledge with colleagues and contribute to the People Enabling Strategy
- Maintain own continuous professional development (CPD)

Core Requirements

- Adhere to and promote the University's policies on Equality and Diversity and Information Security
- Ensure compliance with Health & Safety and Data Protection Legislation
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements

- Any other duties appropriate to the post and grade
- Multi campus travel and weekend work required during seasons of high recruitment

KEY PERFORMANCE INDICATORS:

- Effectiveness of delivery of the People Enabling Strategy
- Accurate, consistent and timely delivery of work and projects to expected standards
- Contribution to HR Services team delivery and effectiveness
- Levels of customer satisfaction (measured by surveys, customer feedback, complaints)
- No compliance issues arising (including UKVI and GDPR) and compliance corporate standards

KEY RELATIONSHIPS (internal & external):

In all contacts the post-holder will be required to present a good image of the People Directorate and the University of Greenwich as well as maintaining constructive relationships

- Senior People Operations Manager, People Operations Managers, People Operations Advisers and Administrators
- All other People Operations and People Directorate Colleagues
- Payroll
- University staff and managers

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Previous experience of HR Office administration • Working in a busy and professional HR office • Experience of interpreting policies and procedures and providing guidance and advice • Experience of working with an e-recruitment system and HR Database • Experience of applying immigration legislation • Experience of high-volume accurate data entry <p>Skills and Knowledge</p> <ul style="list-style-type: none"> • Building and maintaining relationships with key stakeholders in a professional manner • Dealing with multiple priorities, tasks and stakeholders effectively • Working proactively and effectively without close supervision • Excellent communication and interpersonal skills (written and verbal) • Competent user of Microsoft Office suite • Working as a member of a team to and actively contributing towards whole team goals as well as individual KPIs • Accuracy and attention to detail 	<p>Experience</p> <ul style="list-style-type: none"> • HE Sector • Previous experience of end-to-end recruitment processes • Experience of Oracle Cloud products <p>Skills and knowledge</p> <ul style="list-style-type: none"> • Microsoft Office suite to Advanced level

<ul style="list-style-type: none">• Strong customer focus and commitment to delivering a high quality and professional service <p>Qualifications</p> <ul style="list-style-type: none">• GCSE in English and Maths, <u>OR</u> equivalent• CIPD Level 3 Foundation qualifications <u>OR</u> equivalent <p>Personal attributes</p> <ul style="list-style-type: none">• Willingness to learn and develop within the role• Demonstrable commitment to providing an inclusive service that meets diverse needs• Optimistic and solution focussed• We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful	<p>Qualifications</p> <ul style="list-style-type: none">• A Level Qualification• BTec or equivalent
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