

## JOB DESCRIPTION

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<b>Job Title:</b>	People and Culture Administrator
<b>Department:</b>	People and Culture – Central Services
<b>Reports to:</b>	People and Culture Business Partner
<b>Direct Reports:</b>	N/A
<b>Location:</b>	Head Office – Islington, London, N1
<b>Hours:</b>	37.5

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### JOB PURPOSE:

Reporting into the People and Culture Business Partner, the role will be providing efficient and professional administrative, operational and systems support to the People and Culture team and wider employees.

As the People and Culture Administrator you will manage and coordinate the end-to-end process for HR administration through the employee lifecycle, coordinating with key departments including Finance and Operations to handle new starters, leavers, and monthly changes. You'll take ownership of our HR management system (Cascade) and maintain all people-related processes and policies, whilst supporting the successful rollout of people initiatives.

### KEY AREAS OF RESPONSIBILITIES:

#### HR Administration

- Administer the starter / leaver processes including all documentation, induction processes and exit interviews.
- Maintain and update electronic and hard copy personnel record systems containing all employment-related information including absence, holidays, starters and leavers, benefits and equality and diversity.
- Prepare all letters or contracts for any changes to employee terms and conditions e.g. flexible working.
- Handle maternity, paternity, adoption, shared parental leave and parental leave administration processes and ensure that associated payroll processes are completed.
- Completing mortgage/tenancy/references in line with required timescales and agreed process
- Support the development and maintenance of HR database (Cascade); to enter data and maintain these accordingly.
- Handle all initial contact into the People and Culture department, including management of the HR email inbox and signposting onwards as appropriate.

- Provide support to the Learning and Development team on training administration and maintaining training records.
- Escalate issues of concern to the People and Culture Business Partner or appropriate senior manager.
- Provide general administration support to the People and Culture department as required including filing, telephone answering, scanning, photocopying and emails.
- First point of contact regarding annual leave queries

### **Advice and Guidance**

- Provide basic advice and guidance on informal stage employee relations to managers and staff in the areas of:
  - Disciplinary
  - Capability
  - Absence
  - Grievance
- Respond to general queries from managers and employees, signposting them to the appropriate policies and procedures.
- Provide administrative support to line managers in HR processes, including note taking at investigations or formal meetings.

### **Recruitment, Onboarding and Induction**

- Work alongside the Recruitment team to provide administrative support including:
  - Acting as a point of contact for recruitment queries
  - Managing the end-to-end Recruitment onboarding cycle for the organization
  - Provide advice and guidance to recruiting managers and panel members on recruitment processes and systems
- Produce and issue all offer letters and employee contracts
- Undertake all required pre-employment checks, including collating references, medical health assessment, qualifications, equality monitoring, DBS and eligibility to work in the UK ensure accurate records and documents are maintained
- Responsible for the proper implementation of DBS procedures for all staff and maintenance of all DBS records/Single File
- Monitor and advise status of DBS checks during each stage for all applicants, updating applicants and discussing with line manager as appropriate

- Ensure all new starter paperwork is completed and relevant information provided to Payroll for processing
- Provide line managers with induction templates and new starter checklist to ensure a smooth onboarding process for new employees
- Ensure new employees receive Induction Packs and associated information on their first day of employment
- Make the necessary arrangements for new employees to attend induction training
- Oversee the relief bank staff lists

### **HR Database and Reporting**

- Ensure Cascade accurately reflects current staff conditions and details, including contractual amendments, change of details, annual leave and recording of sicknesses and other leave
- Provide appropriate reports from Cascade for the purpose of auditing and monitoring employee data and training
- Prepare, as required, management reports on employee-related data to assist with the management and development of staff.

### **Payroll**

- Provide information to and liaise with Payroll department to ensure staff are paid correctly and on time.

### **Compliance**

- Ensure compliance with internal and external standards, contracts and codes of conduct
- Assist in the development of good employment practices, which are both in line with legislation and corporate guidelines
- Support the achievement of the business's KPI's
- Liaise with Occupational Health for medical assessments and ongoing advice as required
- Meet required regulatory requirements
- Complying with SIG's code of conduct, policies and procedures

### **Equal Opportunities**

- Ensure consistent and effective implementation of SIG's Equal Opportunities & Diversity policy and procedures
- Positively promote an environment within the SIG which respects and values the diversity of both staff and service users.

### **Other Responsibilities and Duties as Required**

- Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed to as long as it is within the capability and level of the position.

*Please note that this job description is subject to change (following consultation) depending on the needs of the organization*

## Person Specification

### People and Culture Administrator

<b>Qualifications and Experience</b>	<b>Rating</b>	<b>Application Form</b>	<b>Interview</b>
Educated to GCSE level, which sufficiently demonstrate the numeric and written skills required or professional equivalent	Essential	√	
Completion of a recognised HR related qualification or willingness to work towards this	Desirable	√	
Experience in a similar role within a HR environment	Essential	√	√
Strong administration experience	Essential	√	√
Excellent customer service	Essential	√	√
Experience of dealing with confidential and sensitive information	Essential	√	√
<b>Knowledge</b>			
Working knowledge of HR databases and applicant tracking systems	Essential	√	√
Awareness of HR procedures and basic employment law practices	Essential	√	√
Experience demonstrating general knowledge, interpretation, and application of UK employment legislation	Desirable	√	√
<b>Skills and abilities</b>			
Ability to demonstrate initiative	Essential	√	√
Outstanding customer service skills	Essential	√	√
Excellent communication skills, both written and verbal, and the ability to work comfortably with senior colleagues	Essential	√	√
Demonstrates a proactive approach to work and professional work ethic	Essential	√	√

Excellent attention to detail with a problem-solving mindset	Essential	√	√
Proven ability to juggle multiple tasks within a fast-paced environment	Essential	√	√
Good time management with the ability to plan, organize and priorities workload under pressure	Essential	√	√
Good knowledge of Microsoft Office suite including Excel, Word and PowerPoint	Essential	√	√
Experience of manipulating HR databases	Desirable	√	
Ability to work independently and as part of a team	Essential	√	√
Able to participate in reflective learning, personal and professional development	Essential	√	√