Versus Arthritis

Job description

Job title: People Information Assistant

Reports to: People Information Team Leader

Department: People Operations Team

Directorate: People and Culture

Our vision

A future free from arthritis.

Our mission

We won’t rest until everyone with arthritis has access to the treatments and support they need to live the life they choose with real hope of a cure in the future.

To deliver our mission we invest in world class research, deliver high quality services and campaign on the issues that matter most to people with arthritis. We have developed an ambitious five-year strategy, complimented by our research strategy to help us achieve our vision and mission.

**Our values**

We are United, Compassionate, Inclusive and Brave in all that we do.

**People and Culture (P&C) Directorate**

Our People and Culture Directorate delivers all our people related services including Culture, People Business Partnering, People Operations, Diversity and Inclusion, Learning and Development and Volunteering and Involvement. We work together to ensure that Versus Arthritis is a great place to work and volunteer and that everyone feels, engaged, motivated, supported, valued and included and able to do their best for people with arthritis.

Job purpose

To provide a highly professional and customer-focused administrative service to our people. Responsible for undertaking the administration tasks and processing of data in relation to the full employee and volunteer lifecycle, ensuring data integrity, and confidentiality. To support with identifying, developing and implementing new and improved ways of working to continually improve and enhance the customer experience.

Main duties

* To undertake all administrative processes relating to the employee and volunteer life cycle including: processing new starters and leavers, responding to enquiries, producing letters, contracts and contract variations, monitoring key milestones such as probation, scheduling meetings, scanning, filing, raising purchase requisitions and data input.
* To provide customer-focused, policy and process-based advice to people managers, employees and volunteers, engaging other P&C team members as appropriate.
* To maintain central databases to ensure people data is accurate, taking responsibility for maintaining the integrity and confidentiality of information and high-quality data, ensuring one single source of the truth and reliability for management information and reporting.
* To support people recruitment activity, including providing process guidance to managers, liaising with candidates and undertaking administration tasks, e.g. posting adverts, collating applications and shortlisting records, ensuring the customer has a positive experience throughout the recruitment process and safer recruitment practices are embedded.
* To undertake pre-appointment people checks in accordance with safer recruitment, best practice and statutory requirements including identification, right to work, references and criminal record checks as required.
* To support the administration of employee benefits and reward and recognition administration, e.g. organising benefits offerings such as pension advisory days, health and wellbeing initiatives, annual leave schemes.
* To assist with payroll related data input and processing tasks, including calculations and correspondence.
* To contribute to and embed a continuous improvement approach by developing and improving system and process efficiency to enhance the customer experience and promote increased engagement and satisfaction.
* To embrace, embed and deliver the organisational values, commitments, and culture throughout all activity.
* To ensure all designated training is completed and all activity is delivered in line with organisational policy and practice.
* To embrace a safeguarding culture where everyone has responsibility for the safeguarding and wellbeing of vulnerable adults and children.
* To undertake any other duties as appropriate to the role and organisational requirements.

**Key stakeholders and relationships (internal/external)**

* Employees and volunteers.
* People Information team.
* People Operations team.
* People Managers.

End of job description. Person specification on following page.

Versus Arthritis

Person specification

Experience and knowledge

* Experience of successful and effective Human Resources (HR) administration, with a good understanding of core HR processes, across the employee lifecycle.
* Experience of working with HR systems.

Skills

* Effective communication skills both written and verbal to produce support materials, guidance notes, reports, presentations etc.
* Customer service skills with the ability to anticipate needs, empathise and ensure efficient, streamlined and user friendly services.
* Excellent planning and organisational skills with an ability to work proactively, establish priorities, work to deadlines and comfortable working at pace.
* Good attention to detail and accuracy of data input.
* Continuous improvement approach with a positive attitude to change.
* Strong ICT skills, in particular Excel, Word and database skills (systems currently in use include Microsoft Office, SharePoint and Visio).
* Understanding of employment law and its practical implementation.

Desirable experience, knowledge and skills

* Chartered membership of The Chartered Institute of Personnel and Development (CIPD) qualified to level 3 or above.
* Experience of working with volunteering administration

Criminal Record Check

Versus Arthritis is committed to keeping children, young people and vulnerable adults safe from harm. We will undertake safer recruitment practices and relevant checks applicable for the role.

This role DOES NOT require a Criminal Record check.

End of person specification.