

The **acc** Liverpool Group

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



People Team

People Assistant - Operations

REPORTS TO: People Manager

DIRECT REPORTS: N/A

JOB PURPOSE

To provide comprehensive People team assistance and support across ACCL and ACCH People Operations policies, procedures and processes.

To act as the department's main point of contact for recruitment and coordination of all related activity.

MAIN DUTIES AND RESPONSIBILITIES

- Coordinate the day-to-day administration of the People department including maintaining organisation charts and contact details owned by the People team.
- Minute formal People meetings including disciplinary or grievance meetings.
- Manage and coordinate responses to mailbox queries, including the HR, Recruitment and Absence inboxes.
- Raise requisitions and maintain goods receipting on the EBMS system, whilst updating the People budget spreadsheet.
- Ensure job descriptions are kept up to date and to quality.
- Provide the administration of People documents (in conjunction with the People Partner) to ensure that information provided to internal customers regarding People policies and procedures is up to date.

- Coordinate the new starter process from beginning to end ensuring all new starter templates, occupational health forms, manager emails and initial induction documentation is up to date and fit for purpose and that the paperwork is returned completed ahead of start dates.
- Maintain staff personnel files (electronic and paper) to ensure they are accurate and compliant with GDPR.
- File business cases to ensure the business case tracker is up to date.
- Assist the People Partners as required, covering People activity such as the monthly payroll and HR system enquiries.
- Maintain an organised archiving system for all People files and ensure that any unwanted documents are disposed of correctly.
- Support the team's GDPR compliance, ensuring that all documents are stored and maintained in line with agreed timelines and legal requirements.
- Provide comprehensive administration support for the recruitment and selection process (internal and external) from agreeing job adverts with managers, ensuring job descriptions and person specifications are up to date, placing job adverts on relevant pages, manage inbox and enquiries, and collating and forwarding applications to the relevant recruitment manager.
- Liaise with recruitment agencies where appropriate, negotiating and agreeing agency rates and conditions, in line with general team guidelines, under the guidance of the People Manager to ensure that recruitment runs smoothly.
- Record and monitor all sickness absence, communicate with managers across the business to ensure the People team receive all necessary information and run reports showing any employees who have hit a sickness trigger.
- Support the People Manager to co-ordinate various health checks tests for relevant employees, including booking hearing appointments with occupational health, inviting staff to appointments, logging results and following up on any HS2 or HS3 results with the relevant employee and manager to ensure accreditation processes (in conjunction with the UKBA and Merseyside Police) are met.

GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.

- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	CIPD level 3	Desirable	A and I
EXPERIENCE	Demonstrable experience within a People function Demonstrable experience in working with Microsoft Office and databases demonstrable experience of communicating with colleagues at all levels of an organisation Proven track record in administering and coordinating a full range of People activity. Demonstrable experience in recruitment and payroll. Experience working with/on HR systems Demonstrable experience updating and drafting People processes, forms and communication.	Essential Desirable Essential Essential Essential	A and I
SKILLS & KNOWLEDGE	Understanding of employment legislation and GDPR. Developed verbal and written communication skills Developed ability to organise, prioritise and plan workload efficiently Developed organisation skills Developed skill of attention to detail and ensuring accuracy Developed IT skills including proficiency in excel, word and PowerPoint Developed ability to problem-solve and improve processes	Essential Essential Essential Essential Essential Essential Essential	A and I
KEY ATTRIBUTES	Emotional intelligence, empathy, pragmatic, resilience, influencing, internal / external stakeholder management, confidence, excellent verbal and written communication, conflict resolution, innovation and creativity	Essential	A and I

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date