



**South Yorkshire
Housing Association**
Delivering quality local living

Job Description

Job Title	People Assistant
Salary Grade	3CDE (£18,265 – £21,893)
Hours	37 hours per week
Department	People Team
Responsible for	n/a
Responsible to	Senior People Partner

1. Overall purpose of the role

At SYHA we want to do the best for our customers. Our ambition is to do the best for our people, so they can do the best work of their lives. We do this by working in partnership with our managers, providing them with the insights, advice, skills and coaching to make informed decisions about their people and bring about transformational change in our business.

To provide an efficient, high quality and consistent service for the employee life cycle processes; recruitment; organisational development; advice support and guidance; data and reporting.

2. Key Responsibilities

- Maintain personnel systems to ensure accurate and comprehensive employee information is recorded.
- Provide support and advice to customers; ensuring compliance with employment legislation, Associations policies and good employment practice.

- To establish a positive rapport with customers and to ensure information is communicated clearly and appropriately.
- Work collaboratively to anticipate the needs of the business units and support the People Partners.
- Deliver a high quality, professional service to all customers; with a view towards continuous improvement.
- Respond and resolve, where possible, routine HR enquires, issues and complaints; escalating as appropriate.
- Apply business processes for employee administration to ensure that the Shared Service meets or exceeds customer requirements and the requirement of Data Protection/ GDPR.
- Ensure a high level of confidentiality is maintained in all aspects of work.
- To understand all relevant performance indicators and use performance information to continually improve services
- Assist the team to develop and maintain appropriate systems and processes.

Recruitment

- Provide timely accurate advice to managers on recruitment issues.
- Implement recruitment plans (advertising, chosen media, selection methods, closing dates, tracking the recruitment process and ensure its smooth delivery etc) as agreed by the People Partners.
- Review, research and comment on recruitment justifications.
- Process online and hard copy application forms within agreed timescales.
- Ensure efficient selection processes are adopted.
- Ensure pre-employment checks are robust and recorded e.g. eligibility to work in the UK checks, DBS checks, reference, NI numbers, etc.
- Ensuring letters of appointment (before employment start date) and employment contracts (within 3 weeks) are provided for all new starter or new to post employees.
- Arrange for the Association induction requirements, including access to on boarding and e-learning platforms; provide managers with 3 week assessments documentation.

Employee Life Cycle

- Process changes to individual's terms and conditions for all aspects of the employee life cycle, ensuring employee records are up to date and accurate.
- Provide timely, accurate advice on employee relation issues, pay and grading, annual leave, terms and conditions of employment, diversity and development issues.
- To action employment references including requests for, employment, security and mortgage.
- Process data in line with payroll deadlines, ensuring that the data is entered into the HR database system in a timely, accurate and consistent manner.

- Work closely with the Payroll department to ensure pay issues are resolved effectively.
- Manage the central inbox, responding to high volume queries with set SLA's and directing more complex queries as appropriate.
- Provide administration support for all the Associations reward process including updating benefit providers with starter and leaver information, updating the reward communication channels.
- Produce HR reports, provide analysis of trends, variations and summaries of HR and Payroll information to services as required or to support the collation of HR metrics.

Organisational Development

- Manage the learning management system including learning programming and co-ordination.
- Provide timely, accurate advice to customers in relation to learning and develop programmes and the people plan.
- Co-ordinate the arrangements for training courses, including statutorily required learning i.e. venues, invites to delegates and liaison with trainers.
- Maintain all e-learning programmes, by processing new learners, resolving queries, monitoring.
- Review and monitor training evaluation feedback and notify the OD Lead and OD partners of any areas for concern.
- Act as a point of contact for internal and external trainers and facilitators.

Focus Area

- Develop an in-depth knowledge of your focus area (Recruitment, Organisational Development, Employee Life Cycle).
- To monitor and review any budgetary requirements within your focus area.
- Share your focus area learning with the wider People team.
- To communicate analytics for your transactional specialism to the Senior People Partner and the wider People team.

Miscellaneous

- Submit invoices for payment using SYHA's Purchase to Pay (P2P) system and record/ track training budget commitments.
- Participate in projects and assignments as required.
- Efficient distribution and recording of post for the HR/ People Team.
- Support the wider HR/People team, when necessary, in event of help being required to meet peak demands.
- To take part in learning and development opportunities relevant to the post.
- To attend one to ones with your line manager as appropriate and strive to meet objectives.
- Promote clear desk principles within your working practices.
- To work in accordance with the Association's equality, Diversity and Inclusions Policy.

- To work in accordance with the Association Data Protection Policy.
- To perform any other duties as directed by the line manager that is appropriate to the grade and overall purpose of the role.



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Conditions of Service

JOB TITLE	People Assistant
Salary grade	3C/D/E (£18,265 – £21,893)
Hours	37 hours per week
Leave	27 days annual leave, plus 8 statutory Bank Holidays and 4 additional days at Christmas, Easter, Spring and August Bank Holiday (pro rata if temporary or part time). The leave year runs from 1 April to 31 March.
Pension	You are eligible for membership of the Association's contributory pension scheme which is the Social Housing Pension Scheme (SHPS) subject to the trust deed and rules of SHPS. For more details please contact the People Team.
Unions	SYHA recognises UNITE and UNISON, with whom the Association has entered into an agreement where union members have negotiating rights in relation to conditions of service.
Job Share	The post is open to job share.
Location	Wellington Street Office, Sheffield
No smoking	SYHA operates a no smoking policy within all our offices.



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Person Specification

Key Attributes	
Technical/ Knowledge Requirement	
HR Specific	<ul style="list-style-type: none"> • Knowledge of key employment legislation • Good working knowledge of best practice in human resources • Good literacy and numeracy skills.
IT Skills	<ul style="list-style-type: none"> • Able to fully utilise standard Microsoft Office Products, HR Database systems. • Able to create and manipulate reports.
Communication	<ul style="list-style-type: none"> • Ability to produce clear and concise written information and other communication. • Able to communicate effectively with colleagues and Customers at all levels.
Behavioural Competencies	
Personal Effectiveness	
Communication and Influencing	<ul style="list-style-type: none"> • Deals with confidential or sensitive issues discreetly. • Presents ideas and views with confidence and clarity. • Build positive working relationships, using tact, kindness and diplomacy when dealing with others.
Respecting Others	<ul style="list-style-type: none"> • Consistently acts in a way that promotes Inclusion and Diversity. • Acts on and achieves the promises and commitments made to customers and colleagues.
Striving for Excellence	<ul style="list-style-type: none"> • Manages time and prioritises work to maximise productivity and effectiveness. • Ability to work effectively to tight and competing deadlines. • Copes effectively with work-related pressures and setbacks. • Strives to be solution orientated. • Responsible and accountable for quality and accuracy of their own work. • Strives to use innovation to create improvement to simple process for our customers.
Working in Partnership	

Team Working	<ul style="list-style-type: none"> • Shares information with colleagues to achieve objectives. • Building collaborative working relationships with the wider HR/People team. • Appreciates the demands on team colleagues and willingly provides them with support.
Learning	
Personal Development	<ul style="list-style-type: none"> • Demonstrates a commitment to own personal development and learning. • Develop your knowledge on your focus area (Recruitment, Organisational Development and Employee Life Cycle) • Actively seeks and acts on feedback on own performance.