



## Job Description

<b>Job Title:</b>	People Administrator
<b>Directorate/Team:</b>	People and Culture Services
<b>Location:</b>	16 Summer Lane or other site/location
<b>Responsible to:</b>	People Services Centre Manager
<b>Responsible for:</b>	None
<b>Key working relationships:</b> (internal)	People & Culture Services Team – specifically, ER & Policy team, Business Partner Team, Payroll Team, Learning & Professional Development teams – senior managers, line managers and employees
<b>Key working relationships:</b> (external)	External organisations linked to Pre-employment checking services.

## Purpose of the Post

To be part of the People Shared Service Centre with the responsibility for providing effective and efficient transactional and administrative support. The role holder will act as the first point of contact for HR related queries through Fresh Service tickets and in responses, promote manager and employee self-sufficiency. Provide support to the People & Culture Services Team with HR administration tasks.

## Accountabilities

- **People & Culture Services:** Contribute to representing, promoting and delivering an effective and professionally respected service in driving the people and change agendas.
- **People Service Centre Requests:** Respond to Fresh Service allocated HR query tickets, ensuring appropriate timely action.
- **Employee Relations Case Administration:** Undertake administrative case management, including minute taking, ensuring accuracy and timely turnaround and document management.

## Responsibilities

### Strategic

- Promote and support the implementation, set up and roll out of BW self-service for managers and employees.
- Act as a Super User for BW system and be able to respond to system user queries from self-service users and new starters.
- Manage Fresh Service tickets ensuring appropriate action is taken, including escalating to the People Advisors or, as appropriate, to other members of the People & Culture Services Team in line with service level agreements.
- Manage and organise the new starters Welcome sessions for employees and contingent workers, ensuring individuals can access information and understand new starter requirements.
- Work flexibly and with integrity to meet the needs of the WMCA and the People and Culture Services

### People

- Support the People Advisors in sickness absence and probation management to ensure appropriate action is taken by managers.
- Liaise with People & Culture Service colleagues, ensuring the Service Centre is seen as the centre of HR transactional and administrative knowledge.

<b>Operational</b>
<ul style="list-style-type: none"> <li>Produce accurate documentation to cover all stages of the employee lifecycle in a timely way, ensuring they are distributed and filed appropriately.</li> <li>Manage the pre-employment checks for new starters, ensuring all policy and legal requirements are met.</li> <li>Take minutes at formal HR meetings and hearings, ensuring accuracy and a timely turnaround.</li> <li>Maintain structure charts by updating changes from BW reports and liaising with People Business Partners.</li> <li>Maintain up-to-date employee personal files, ensuring employment records and documents are compliant, filed and retained according to data management and retention policies.</li> <li>Input data into BW systems for new starters and follow the process for change requests to maintain up-to-date records for all employees so that the data is always considered 'live'.</li> <li>Create and maintain Excel trackers as required that inform and support record management.</li> <li>Check the accuracy of data input through self-service (managers) to ensure the maintenance of 'one source of truth' across the organisation and monitor and log errors.</li> <li>Work with team colleagues during system functionality implementation to ensure all data is entered to ensure 'live' records are maintained and undertake user acceptance testing (UAT) as required.</li> <li>Arrange meetings and provide administrative support to the allocated People &amp; Culture working groups.</li> <li>Participate in People &amp; Culture projects as required in line with organisation priorities.</li> </ul>
<b>Financial</b>
<ul style="list-style-type: none"> <li>Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.</li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>Support inclusion, wellbeing, and continuous improvement across all people delivery.</li> <li>Undertaking such tasks as may reasonably be expected, commensurate with the scope and level of the role.</li> </ul>

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	<b>Essential / Desirable</b>		<b>How Evidenced?</b>		
<b>Experience</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Experience of working in an HR Service Centre providing transactional services across the employee lifecycle	X		X	X	
Experience of providing a responsive customer service through online services	X		X	X	
Experience using HR systems, including data input and management	X		X		
Experience in working in a fast-paced office environment as part of a service-oriented team	X		X		
<b>Skills / Knowledge</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Generalist HR knowledge at the transactional and administrative level	X		X	X	
Good knowledge of MS Office and SharePoint	X		X		
Able to produce accurate and concise documentation within given service level agreements/timeframe	X		X	X	
Able to prioritise and work effectively as part of a fast-paced team	X		X	X	
Able to make decisions effectively, using either own knowledge and available data	X		X		
Able to communicate effectively with managers and employees at all levels	X		X	X	
Ability to work on own initiative	X		X		
Good organisational and interpersonal skills	X		X		
Excellent attention to detail	X		X	X	
Desire to learn and develop	X		X	X	

Qualification / Education / Training	E	D	A	I	T
Minimum Level 3 qualification	X		X		
Willing to undertake CIPD qualification		X			

**Key:** A = Application, I = Interview, T = Testing/Assessment

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality &amp; Diversity</b>	Promote and champion equality and diversity in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
Value	Competency	Behaviour
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements									
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

Job Evaluation Details			
Date Evaluation Agreed	Job Family	Level/Grade	JEP Reference