

Job Description

People Support Administrator

People Services

Grade: C

Role Profile:

Full time

Permanent

	Duties of the role
Overall purpose of the role	<p>To provide first line support to employees, candidates and other external stakeholders utilising the HR Phone System, face to face customer service and enquiries via inboxes in a fast paced environment. The post holder will take ownership for effectively solving employee issues, complaints and enquiries ensuring customer satisfaction is worked towards throughout.</p> <p>The post holder will also be responsible for undertaking HR administrative processes to deliver an effective, professional and efficient service, including very close links with the People Support Coordinator and Resourcing and Safeguarding Advisor.</p> <p>The role will work on a rota determined by the People Support Team Leader to ensure the service is delivered on campus, therefore 80% of the role will be campus based.</p>
Main duties and responsibilities	<p>People Support Hub Delivery</p> <p>Manage high volumes of inbound calls and emails in a timely manner & in line with Service Level Agreements, escalating to the People Support Coordinators where required or the wider People Services Team as and when required.</p> <p>Follow Scripts to handle common enquiries</p> <p>Keep records of calls within a call log database</p> <p>Provide an end to end resolution approach to resolve customer enquiries with accurate, satisfactory answers.</p> <p>Provide first line support in varying capacities such as via email, in person and taking phone calls.</p> <p>Resourcing Support</p> <p>Provide effective, timely and efficient administrative support of recruitment processes and services ensuring compliance with legislation, university procedures and departmental processes.</p> <p>Liaise with candidates to ensure a high level of customer service is maintained as well as a great first impression of the University.</p> <p>Working with the People Operations Team to ensure candidates are onboarded in a timely manner.</p> <p>Support the administration of the internal first process.</p> <p>Other Duties:</p> <p>Maintain HR records for staff when required.</p> <p>Work in a pro-active manner offering quick updates to processes and internal web pages where required.</p>

Duties of the role

Whilst the postholder may specialise in certain areas most skills are common across all teams to ensure greater flexibility and resilience, therefore members of each team across People Services Operations (as deemed necessary by the Operations Manager) will undergo a process of cross training that will ensure proficient multi-skilling to achieve department objectives throughout the year and maximise opportunities to provide greater job satisfaction.

Therefore, as explained above this role forms part of a wider team and may be from time to time subject to change. There may be a requirement for you to move across to the People Operations Team, or support with some duties as and when required and as determined by the People Services Hub Team Leader/ Operations Manager.

You may also be required to perform any other duties commensurate with the job grade as reasonably required from time to time.

Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

People Support Administrator

People Services

Grade: C

Role profile:SMC2

Full time, Permanent

Hybrid Working available on a minimum of 80% in the office – to be regularly reviewed and agreed with the line manager

Area of responsibility	Requirements	Essential or desirable	*Method of assessment			
			A	I	T	D
Skills, Knowledge and Experience	Experience of working in a busy office environment as an administrator.	Essential	X	X		
	Experience of administrating employee life cycle processes.	Desirable	X	X	X	
	Experience of working within administration in Higher Education or the public sector	Desirable	X	X		
	Demonstrable commitment to provide a professional, high quality, robust, efficient, customer focussed service.	Essential	X	X	X	
	Ability to work effectively in a flexible and responsive way, organising and prioritising work to ensure that deadlines are met.	Essential	X	X	X	
	Ability to give clear and helpful guidance and solutions to customers in line with policy	Essential	X	X	X	
Customer Service	Demonstrable commitment to excellent customer service	Essential	X	X	X	
	Ability to communicate with customers of all backgrounds and at all levels within the organisation with professionalism using both verbal and written methods.	Essential	X	X	X	
Personal Effectiveness	Proficient in the use of Microsoft office packages and an ability to quickly learn and adapt to new software and systems. Sufficient knowledge to complete basic reports, letters and input data.	Essential	X	X	X	
	Ability to demonstrate tact and	Essential	X	X	X	

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	diplomacy with dealing with both internal and external customers						
Skills, Knowledge and Experience	Ability to maintain confidentiality when dealing with documents and data.	Essential		X	X	X	
	Demonstrable knowledge of the Data Protection Act and GDPR		Desirable		X		
Qualifications & Training	Achieved a minimum GCSE grade 9 - 6 (A* - C) in Maths and English or equivalent level of experience.	Essential		X			X
Attitude and Motivation	Ability to work with a high degree of accuracy and attention to detail.	Essential		X	X	X	
	Aptitude to assist with project work to continuously improve services offered.	Essential		X	X		
	Ability and willingness to work as part of a team.	Essential		X	X		
Equality and Fairness	Knowledge of Equality and Fairness, with the ability to demonstrate tact and diplomacy when dealing with both internal and external customers.	Essential		X	X		

*A = Application Form; I = Interview; T = Test; D = Documentary Evidence