



# People Services Assistant

## job description



### the finer details

Which site am I based at?

Acorn House

Which team am I a part of?

Shared Services

Who do I report to?

People Services Supervisor

Who do I look after?

Business wide

Team size?

No direct reports

Do you have responsibility for a budget?

No direct budget

### the purpose of your role

#### **You're responsible for:**

Supporting the Yeo Valley Employee Journey through accurate and timely administration across the Employee Lifecycle. Provide advice and support to our People Managers on lower risk policy related queries and activities

Using your knowledge and experience of relevant People practices and procedures, use your judgement to support the People Managers (and HRBPs) in the review and processing of case outcomes, in line with internal YV policies and toolkits. Seeking advice and/or escalation in line with the internal ER risk matrix as situations progress and become more complex.

Maintenance and monitoring of internal people systems information (Dynamics AX HR and Earnie IQ) and e-filing systems (employee records), including case management.

Ensuring that all employee lifecycle administration is processed in alignment with new standard operating procedures and in accordance with the terms of the agreed Service Level Agreement and ER risk matrix.

#### **Key responsibilities:**

- ♥ Using the company's applicant tracking system, and SSC ticketing system to support the onboarding process for all new starters. To include the preparation of offer letters and contracts as well as probation outcomes. Escalating any non-standard requests or probation concerns to the respective HRBP.
- ♥ To support on site HR representatives, in preparing contractual paperwork to facilitate the transition from agency worker (temporary employees) to permanent roles
- ♥ To ensure completion of the onboarding process, in monitoring and reporting on the submission of all new starter paperwork (either via the ATS or paper copies), PRTW documentation and probation outcomes.
- ♥ Process RTW paperwork, monitor absence and support People Managers in managing non-complex absence issues, in line with standard procedures. Escalate higher risk or more complex issues and support HRBPs, as required, in addressing these.
- ♥ Support the People Manager in preparing OH management referrals in event of LTS.

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## qualifications & experience

### Essential:

- ♥ Demonstrable experience in a similar administrative role
- ♥ Understanding of GDPR
- ♥ English & Maths GCSE (C or above)
- ♥ Good IT skills (particularly MS Office)
- ♥ Strong eye for detail
- ♥ Diligent and able to cope with large volumes of data
- ♥ Complete-finisher
- ♥ Experience of working within a busy team environment

### Desirable:

- ♥ Experience of working in a shared services team
- ♥ Experience working in a HR or Payroll team
- ♥ Experience of the food manufacturing industry

- ♥ To accurately update and maintain employee files including data entry on the HR Management Information and Payroll systems and maintaining 'E files' in line with the internal standardised referencing procedure
- ♥ Provide first line advice and support to People Managers on Employee Lifecycle processes and lower risk activities and cases. Use your judgement to identify high risk cases (in line with standard procedures/ER risk matrix) and escalate appropriately to HRBPs, supporting appropriately to conclusion (with discipline in case file management approach).
- ♥ Supporting managers with queries that relate to maternity/paternity or other 'Family Friendly' policies, ensuring the policy/processes are followed and payroll administration supported.
- ♥ To prepare correspondence relating to changes to terms/conditions and job roles, ensuring payroll are informed of any changes that affect pay and require changes on the central payroll system
- ♥ To process leavers (including all correspondence and system updates), ensuring archiving disciplines are maintained. Supporting the process to obtain and analyse exit data.
- ♥ To provide management information in line with monthly reporting agreed as well as responding (within agreed parameters) to ad hoc HR/line manager requests for information (data only – not advisory)
- ♥ Respond to employee data queries sensitively and with appropriate discretion; providing solutions to problems based on defined procedures and referring all judgemental queries appropriately
- ♥ Ensure all matters are dealt with fairly and consistently in line with legislation and Yeo valley's policies and procedures
- ♥ Contribute to the consistent achievement of all internal KPIs (aligned to respective functions/departments) relating to the internal service level agreements in place
- ♥ Respond promptly to data processing queries from employees / managers / HR (within agreed parameters and ensuring GDPR compliance)
- ♥ Treat all data and information relevant to Yeo Valley and Holt Farms companies and their employees in the strictest confidence
- ♥ Adopt a mind-set of continuous improvement, using discretion to modify work practices and processes to improve efficiency (whilst maintaining compliance with defined procedures) and identify areas for process improvement for consideration by the People Services Supervisor

what good looks like for this role

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- ♥ Strong administration skills
- ♥ Good communicating skills (written and verbal)
- ♥ Ability to organize workload and to prioritise appropriately when facing conflicting deadlines
- ♥ Strong customer service skills
- ♥ Ability to work within specific parameters/follow agreed processes as well as identify opportunities for improvement

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HR use

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Date of last review:

Job reference no:

Job level: 4U

Job Group:

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