

Job description

Job title:	People Assistant
Team:	People Operations Team (People and Organisational Development)
Location:	Hybrid working – between officiation location and home (minimum of one day a week in Aldgate, London office)
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption, and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	People Adviser (Systems and Data)
Direct report/s:	N/A

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected and thrive.

Purpose of job

The People Assistant will support the effective delivery of the People team administration to provide a high quality and customer-focused service, helping to ensure Dementia UK is a great place to work. The post holder will work closely with the wider People team and stakeholders across the charity, to ensure that all administration tasks are processed end-to-end and in a timely manner.

Key accountabilities and responsibilities

- **People and OD inbox**
 - Monitoring the team inbox throughout the day, acknowledging receipt of emails, and allocating to People team members as appropriate
 - Providing a timely response to standard emails and signposting employees as necessary
 - General housekeeping of the inbox to maintain a flow of work
 - Develops positive working relationships to provide a high level of customer service and best represent the People Team
 - Understands key people policies and processes that support our staff, enabling an informed, first line email response to be provided, for example family leave, sick absence, compassionate leave, other absence
- **HRIS system/e-personnel files**
 - Data entry to ensure records are accurate and up to date
 - Continuous maintenance of e-personnel files
 - Record keeping/filing of paperwork on employee files to enable a complete audit trail of information
 - Ongoing maintenance of confidential/sensitive employee information in line with GDPR regulations
 - Ongoing data cleansing of staff information in line with Dementia UK's Records and Retention Policy
 - Generating reports/cross checking of information to identify and rectify data gaps
 - Supporting the People Advisor with standard payroll data checks/annual payroll tasks such as salary review and annual leave carry over
- **General administration**
 - Generating standard letters in support of the starter, leaver, staff changes processes
 - Supporting the People Adviser with administration of volunteer processes as required
 - Supporting the administration of staff benefits including flu vouchers, eye care vouchers and Medicash
 - Processing and monitoring of People Team invoices including the set up of new suppliers where necessary

- Assists the People Adviser in keeping the People Team Procedures Manual up to date
 - Monitoring and completion of ongoing staff checks, for example DBS renewals, right to work
 - Providing support on ad-hoc administration tasks, business as usual and ad-hoc project work, across the People and OD Team
 - Acting as note taker/creating meeting notes, as required
 - Supporting delivery of a day-to-day operational service that focuses on continuous improvement and finding positive solutions
 - Maintains strict confidentiality at all times
- **Recruitment administration**
 - Liaising with candidates, successful and unsuccessful, to provide an engaging recruitment experience with Dementia UK
 - Providing recruiting managers with applicant paperwork for shortlisting
 - Setting up interviews, including any tests/presentations, and confirm outcomes
 - Supporting the People Administrators with recruitment wash-up up administration
 - Drafting offer letters
 - Completing pre-employment checks (including right to work, DBS, occupational health)
 - Monitoring the onboarding process, keeping recruiting managers informed, in line with proposed start dates
 - Supporting the People Team induction process
 - Supporting the development of the HRIS system's new recruitment and onboarding modules

General

- a) Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- b) Have a strong working knowledge of Dementia UK's vision, mission and impact.
- c) To undertake all duties in line with the Dementia UKs policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity and non-discrimination.
- d) Undertake any other duties related to the job purpose and which may necessary, as required.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
IT literate with intermediate level Microsoft Office 365 applications including Outlook, Excel, Word, PowerPoint, Share Point, Teams, OneDrive	X		
Ability to live Dementia UK's values	X		X
Exceptional customer service etiquette and understanding of how to deliver on customer needs within a structured policy framework.			X

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience of working with a modern HR database	X	
Awareness and understanding of employment law/HR best practice		X
CIPD qualified or qualification by experience in the role	X	
Experience of working within a busy UK based People Team, delivering HR/People administration	X	X

Personal attributes			
Criteria	Application	Test	Interview
Ability to work accurately and with high attention to detail	X	X	
Can prioritise effectively			X
Ability to maintain confidentiality within CIPD confidentiality code of conduct	X		
A flexible, pro-active, and collaborative approach to team working			X
Excellent interpersonal skills and a practical 'can do' attitude		X	X

Our values

Compassion
Integrity
Collaboration
Ambition