

JOB & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title:	People Services Administrator
Service:	People Services
Reports to:	People Services Operations Manager
Responsible for:	N/A
DBS check	N/A

Job Purpose:

Working in an environment that is dedicated to providing comprehensive, good quality housing services, support and resettlement for people who have recently experienced homelessness and who are in need of support and accommodation.

Provide comprehensive operational People Service support to Saha, through the whole employee lifecycle and providing first line advice to managers and employees on all employment matters.

Main duties and responsibilities:

- Supporting hiring managers to manage their vacancies through the Applicant Tracking System (ATS), having oversight of the process and ensuring managers are accountable for the achievement against reasonable timeframes throughout the process
- Support managers to execute the most cost effective recruitment option for their vacancies, identifying the appropriate channels to advertise, ensuring role profiles are written to attract the highest caliber of candidates, thus striving for an overall positive candidate experience
- Advertise vacancies on job boards via ATS and other similar platforms
- Responsible for all administration duties that are required for new starters within own service areas. This will include collating references, arranging health assessments, setting up DBS checks and DBS risk assessments, Right to Work checks, creation of contracts / appointment letters and ensuring receipt of all of the relevant on-boarding documentation
- Leavers administration including arranging for a People Partner to carry out an exit interview, annual leave calculations and the creation and subsequent issuing of the leaver confirmation and associated documentation. Issuing references for ex-employees when requested
- Other People related administration including contractual changes, statutory leave, absence, for the monthly payroll, ensuring attention to detail and accuracy of data
- Ensure the HRIS is kept up to date with accurate employee information
- Responsible for the joint management of the People Services mailbox, responding to a wide variety of queries from managers and employees, providing first line employment



advice and support, ensuring SLA's are achieved and the information/support provided is accurate and appropriate in line with the Association's policies and procedures

- Provide support at formal meetings by taking minutes and drafting letters
- Provide support to People Partners when they are managing TUPE transfers of employees in and out of Saha including the collation of ELI data and the transfer of employee files
- Ensure the monthly DBS renewals are communicated to our external support organisation so they can contact the employees to renew the DBS. Chase up employees where required
- Maintain Right to Work spreadsheet ensuring information is kept up to date and employees are contacted when renewals are due, using the Government Employee Checking Service, as this is a legal requirement
- Provide support to the Head of People Services, People Services Operations Manager and People Partners as required
- Ensure data confidentiality in all aspects of the role
- Maintain leavers data cleanse on monthly basis ensuring that the GDPR requirements are met

Related activities:

- Participate in essential training, role related training and to work in accordance with relevant saha regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with saha values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

Job Title:	People Services Administrator
Service:	People Services

Qualifications / memberships:

Although not essential the following or equivalent would be helpful:

- Membership of CIPD
- CIPD level 3 or above or equivalent relevant qualification

Aptitudes / Abilities:

- Strong organisational skills with an ability to manage own time and prioritise effectively
- Confident IT skills, e.g., Office 365
- Able to build effective relationships quickly and easily
- Works accurately with excellent attention to detail
- Effective communication skills, both verbal and written with confidence to speak on phone and MS Teams to colleagues
- Able to build effective relationships quickly and easily
- Able to diplomatically challenge the status quo where necessary
- Able to influence a range of stakeholders through e.g. liaison, negotiation, discussion, reporting and presenting
- Numerate and data rational

Experience / Interests:

- Experience of using an HR Information System (HRIS) to store and manage employee data as well as creating and running reports
- Knowledge of and experience in managing the whole employee lifecycle including recruitment, onboarding and leaver processes
- Although not essential, a good understanding of the social housing sector
- Knowledge of data protection and its impact on how People Services should manage it's processes

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

Saha SPIRE Values

Servant Leadership

We help people thrive

We set high benchmarks with an encouraging and supportive leadership style

Passion

We love our work

We invest in the lives of residents and fight to do better for them

Inclusion

This is a team effort

We provide an environment where everyone has a sense of belonging and feels respected and valued

Respect

We show respect for all

We create a place where residents, colleagues and partners are all encouraged to contribute

Effectiveness

We find a way

We deliver meaningful change and are committed to achieving our objectives

The Four Pillars

Our Practices

Building for and serving customers

Our Places

Investing in decent, safe, and affordable homes

Our People

Being an employer of choice

Our Pounds

Achieving value for money and financial resilience