

Job Description:   
Human Resources Assistant

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| Function: | | | Human Resources | | |
| Job: | | | HR Administrator | | |
| Position: | | | HR Assistant | | |
| Job holder: | | |  | | |
| Date (in job since): | | |  | | |
| Immediate manager  (N+1 Job title and name): | | | HR Business Partner, MOJ | | |
| Additional reporting line to: | | |  | | |
| Position location: | | | No Fixed Location – North of England | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | |
| * To work collaboratively with the HRBP, service managers, and account leadership, to proactively support and coordinate key people related activities, such as recruitment, vetting, employee relations, data analysis and provision of HRMI, etc | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | |
| MOJ Account |  | People: | | Circa.850 colleagues | |
| Primary stakeholders: | | 30 managers | |
| Region: | | Midlands to Scotland (inc. North Wales) | |
| Employee relations: | | Average circa. 40 cases | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Contract Director  HR Business Partner  MOJ Leadership Team  HR Assistant  MOJ Management Team |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * MOJ account covers large geographical area (approx. 28,000 square miles), with several hundred small sites (most typically, 4/5 people employed on each site); because of this, most managers are regional, not office based * Role will be of no fixed location, but may be required to attend Sodexo offices and/or client sites on an ad-hoc basis, and for routine meetings * Role is not responsible or accountable for people related KPIs and other people management activities, but will be expected to positively influence both these metrics through proactive coordination of people related activity, and creative problem solving of key challenges – including recruitment, retention, employee relations, vetting, etc. |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Proactively supporting and guiding the managers and other key stakeholders on people-related policy and process, ensuring excellent levels of compliance across the account; this includes, but is not limited to, leaver processing and exit interviews, recruitment, vetting, employee relations casework, sickness absence monitoring, training/learning and development, etc * Maintenance of assurance systems/processes that provide managers with the information they need to manage their people effectively, in a timely manner, and in accordance with the relevant Sodexo/local policies * Regular provision of electronic personnel file audit system, ensuring that all key statutory and Sodexo documents and present and correct, and that follow up actions are completed by the managers and/or escalated, where required, to ensure p-files always become 100% compliant * Effective utilisation of people related tracking documents, ensuring that all are updated accurately and specifically (including by the managers), and associated actions pursued and completed, on no less than a weekly basis * Support the HR Business Partner in researching solutions to broad strategic and tactical problems being faced by the account, by conducting research, gathering meaningful data/insight, and sharing proposals and ideas during recurring planning/project meetings * Provision of data and analysis to the HR Business Partner and the business stakeholders on both a recurring and ad-hoc basis * Relentless focus on continuous improvement, problem solving, and service spirit |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * Key people related performance indicators will trend in the right direction, then be maintained at an ‘ideal’ threshold level (for example: sickness absence rate of below 3.5%, people retention rate of more than 85%, etc) * Data and analysis will be readily available for key stakeholders as and when required, and will be accompanied, where appropriate, with meaningful, insightful, and well-reasoned solutions * Actively pursuing a company funded learning programme focussed on development within the HR profession – such as an apprenticeship, CIPD qualification programme, etc * All matters pertaining to risk, unreasonable delays in process completion, management performance and/or conduct observations, will be fed back to the HR Business Partner regularly and in a timely manner * Manager’s observations of support provided will positively reflect the accessibility, responsiveness, and customer-centric approach of the HR Assistant |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Proficient in the use of mainstream IS&T software (including Microsoft Excel) * Proactive and passionate about continuous improvement and self-development * Ideally of graduate calibre, with a learning mindset being essential * Experience of working and/or learning in a high-pressure environment, where meeting deadlines, prioritisation of competing demands, and overall effective time-management have been critical to success |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Rigorous management of results * Employee engagement * Learning & development * People management * Innovation and change * HR service delivery |

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| 9. Management Approval – To be completed by document owner |
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