

Job Title:	People Team Administrator	Reports to:	Resourcing and OD Manager
Location:	Hybrid / Remote Southwest	Accountable to:	Director of People
Salary/Grade:	Devon NJC Grade D	Hours of Work:	Full Time

Principle Purpose of the Role

The People Team Administrator is a member of the Reach South People Team, providing day-to-day administrative support to the Resourcing and OD Manager and wider People Team.

The role acts as a first point of contact for queries into the People Team and provides efficient front-end administrative support across key areas including recruitment, onboarding and general People processes.

The postholder works at an operational level, using initiative to resolve queries, manage administrative tasks and support the effective delivery of People Team services.

Key Duties

- Manage the People Team inbox and act as a first point of contact, responding to queries from employees, managers and external stakeholders or escalating as appropriate
- Contribute to the improvement of the service by identifying issues and escalating to the Resourcing and OD Manager as appropriate.
- Provide administrative support to the Resourcing and OD Manager and wider People Team on operational activities and projects.
- Support in the development and production of Trust templates, resources, and materials across all areas of the People Team function.
- Support the collation and preparation of data to contribute to People metrics and reporting requirements.
- Support team in an operational capacity in the provision of comprehensive, administrative support to School and Central team colleagues in all areas related to workforce/(HR) people management matters as required.
- Support in the delivery of front-end transactional recruitment activity to include inputting vacancies into the applicant tracking system, communicating with applicants and schools at all stages, inputting vacancy details to specified deadlines on the Trusts advertising platforms ensuring that appropriate documentation is attached including the Job Description and Person Specification and that vacancy details are in line with Trust standard documentation.
- Support in the onboarding of new starters within the Trust to include the upload, setup, and general maintenance of systems such as training and employee benefits platforms
- Support the People Team in the delivery of adhoc related training, to include production of materials, communicating with training participants and key stakeholder.
- Provide clerical support to the Department as required including general office duties.
- Process and distribute incoming and external communications and E-correspondence for the Department when required.



- Maintain accurate and up-to-date records within HR systems and recruitment platforms, ensuring data integrity at all times.
- Work with the Resourcing and OD Manager to coordinate and support recruitment activity, including events and campaigns.
- Participate and provide administrative support in the co-ordination of adhoc events e.g., recruitment events, careers fair and other networking events related to delivering the Trust's People (and Resourcing) strategy.

Generic Responsibilities

- To maintain ongoing Continuous Professional Development (CPD) activity and undertake any in-service training related to the post, including annual mandatory and role-specific training.
- To maintain regular contact and good working relationships with all staff throughout the Trust and external organisations.
- To maintain the security of the data held in the Trust systems in line with UK GDPR and Data Protection legislation.
- To actively participate and attend team (and other) meetings as required for updates regarding Departmental procedures and action accordingly.
- To support the Trust's internal and external audit processes.
- Champion the Trust's values and ensure health and safety practices are followed in accordance with legislation. To ensure that safe working practices are followed in respect of all areas within the provisions of The Health and Safety at Work Act 1974.
- To comply with Trust Policies and Procedures.
- To maintain confidentiality about clients, staff, and other Trust business. The work is of a confidential nature and information gained must not be communicated to other people except in the recognised course of duty. The postholder must always meet the requirements of UK GDPR and Data Protection legislation.
- To be aware of, promote and implement the Trust's Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- Contribute to achieving service standards and deadlines, ensuring a responsive and high-quality administrative service to stakeholders.

Performance Development

- The post holder will have a performance development review each term and will be responsible for agreeing a development plan in agreement with their manager or immediate supervisor. The development plan will be reviewed each year.
- The Trust will aid and agree development objectives for the postholder to enable the postholder to achieve their objectives and standards in line with the development plan.
- If the postholder feels they are not achieving their objective as agreed in the development plan they will bring it to the attention of their line manager at the earliest opportunity.

Demands and Working Conditions

- This is an operational post and there will be considerable conflicting work demands, deadlines and interruptions, particular during peak periods and operational deadlines.
- The postholder is to undertake other duties commensurate to the grade of the post.



- Adhoc travel to attend training events and meetings may be required.
- There may be occasions when it will be necessary to cover other roles within the team or to work with other colleagues when there are peaks and pressing issues.
- There may be a requirement to spend large amounts of time working on sensitive information, for example, reports and audits.

Note: You may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to posts may vary from time to time without changing the character of the duties or the level of responsibility entailed. As such, the job description therefore is not intended to be exhaustive. It is also subject to change in the light of service developments and in consultation with the postholder and their manager. The post holder will be expected to adopt a flexible attitude to the duties to meet deadlines.



Person Specification

Education and Training			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Three GCSE/O Level/Functional Skills passes to include grade C/4 or above in English and Mathematics (or equivalent)	E	X	
Level 3 or equivalent experience in Business Administration or related discipline	E	X	
Experience, Knowledge and Skills			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Proven record in administrative role and/or specialist administrative roles	E	X	X
Experience of working in a customer service environment	E	X	X
Working knowledge, and good level of competency of Microsoft Word, Outlook, Excel, PowerPoint	E	X	X
Working knowledge of UK GDPR and Data Protection legislation	E	X	
Ability to read, write and communicate effectively in English in order to deliver in all aspects of the role	E	X	X
Ability to interpret requests and take responsibility for their completion	E	X	X
Excellent numeracy and literacy skills	E		X
Excellent customer service skills	E		X
Ability to use initiative to problem solve and deliver resolutions in a timely and responsive manner	E		X
Excellent time management – able to prioritise and organise workload effectively, to deliver to deadlines	E		X
Highly organised and able to manage a busy workload and work effectively during peak operational periods	E	X	
Personal resilience, and ability to remain calm under pressure	E		X
Excellent people skills – able to quickly achieve professional and personal credibility	E	X	X
Excellent written and verbal communication skills	E	X	X
Solution focused with good problem-solving skills	E		X
Excellent attention to detail and shows	E		X
Initiative and ability to work autonomously with minimal supervision	E		X



Experience of working in a HR/People team, with a working knowledge of HR systems	D	X	
Previous experience of administration within the Education sector	D	X	
Experience of working in a 1,000+ employee public sector organisation	D	X	
Personal Attributes			
Specification	Essential (E) / Desirable (D)	Assess at application	Assess at interview
Commitment to safeguarding and promoting the welfare of children and young people.	E		X
Strong collaborator' and able to facilitate effective team working for others	E		X
Ability to be adaptable, work flexibly and manage own workload with minimal supervision	E		X
Demonstrate personal and professional integrity, including modelling the Trust values at all times	E		X
Resilient in the face of challenges and calm under pressure	E		X
Ability to thrive in cross-functional environments and easily partner with diverse team members	E		X
Proactive and positive in your attitude along with tenacity to see things through to the end	E		X
Willingness to work flexibly across the Trust and to travel to Reach South Academies as and when required	E	X	
Evidence of commitment to personal development (ongoing CPD)	D		X
Motivated to work within the education sector and alignment with Reach South values and behaviours	D		X

