

People Officer Responsibilities & Duties

Responsible to:	Head of People
Responsible for:	n/a
Grade:	Grade 5 / SP 18 - £32,582 (Actual)
Working Hours:	36 hours per week – 52 weeks per year Term time working may be considered

Purpose

- Provide proactive administrative, operational, and project support to the Head of People and the wider people team. Resolve non-routine queries independently, deliver short/medium-term Trust priorities, and build strong relationships across LIFE Education Trust.

Main Responsibilities

Employment Lifecycle Management

- Contribute to the development and implementation of processes across the Trust's entire employee lifecycle, including recruitment, onboarding, annual reviews, and offboarding.

Systems & Process Improvement

- Identify process gaps and propose practical improvements in the review and management of HR systems to streamline workflows and improve operational efficiency.

People Development & Experience Initiatives

- Implement, track, and support people development programs and initiatives to enhance employee experience and engagement.

People Relations

- Provide People Support for LIFE Central and also to provide first-line advice/support to the Trust's People Support Officers.

Key Duties

- Manage the Head of People's diary, scheduling Trust-wide meetings and resolving diary conflicts independently.
- Prepare and distribute meeting agendas/packs, including policy summaries and action logs, ensuring timely circulation.
- Track and chase actions from people team meetings, prioritising based on impact and deadlines without supervision
- Input and verify vital employee data across HR systems, spotting and correcting discrepancies proactively.
- Review system processes for gaps (e.g., data entry workflows), proposing and trialling efficiency improvements.
- Generate reports/dashboards from records (e.g., headcount, compliance status) for leadership review.
- Review and support improvements to recruitment admin (job packs, interview scheduling, offer letters) end-to-end for LIFE Central vacancies.
- Review and support improvements to onboarding/offboarding (contracts, inductions, exit processes), resolving candidate/staff queries on policies
- Provide first-line advice to People Support Officers, escalating with recommendations.
- Track participation in development programs (e.g., training bookings, evaluation forms), following up non-attendees.
- Implement engagement initiatives (e.g., survey action plans), communicating updates to stakeholders tactfully
- Organise events like development sessions, handling logistics and feedback collation independently
- Contribute to process reviews for lifecycle/development, developing plans for agreed service improvements.
- Provide support to the Trust People Development Team.



People Officer Person Specification

Knowledge/Education

- MS Office applications (Excel, Outlook, Word)

Experience

- Demonstrable experience in office administration in either a multi-site or an educational setting.
- Experience with interpreting policies and procedures and applying them in practice.
- Able to develop and implement plans to bring about change and/or service improvement.

Skills

- Plan/organise own workload autonomously under deadlines.
- Resolve complex/contentious problems using initiative within guidelines.
- Work without direct supervision, prioritising effectively.
- Build relationships and communicate clearly (written/verbal) with diverse stakeholders.
- Develop/implement plans for service improvements.