Job Title:	**People Support Assistant**
Team/Service Area:	**People Support Team**
Salary/Grade:	**Grade 2 (SCP 5-6)**
Line Manager:	**People Support Team Leader**
Direct Reports:	**None**
Location:	**City Hall/Agile**

About Us

Established in 2017, Together for Children Sunderland is on a mission to improve services in social care, early help and education and engage the whole community in giving children and young people in Sunderland the best possible opportunity to thrive.

Our dedicated workforce strives to make a difference, irrespective of our work vocation or specialism.

We value diversity and actively seek candidates from all backgrounds, including various ages, disabilities, neurodiverse individuals, gender identities, sexual orientations, religions, beliefs, races, and cultural backgrounds. Our inclusive workplace culture fosters collaboration and excellence.

Find out more: Find out more - Together for Children

About the Role

To provide effective administrative support to the People Support Team and Traded Services to enable delivery of the People Plan.

Key Responsibilities

- Timely processing of all administration associated duties within People Services, such as telephone calls, meeting visitors, taking messages and answering enquiries.
- Maintain information systems, such as SAP Payroll in a manner that ensures accuracy, confidentiality and ease of use and rapid access.
- Assist the People Support Officers in the delivery of administrative support to the company and academies including recruitment, entering new starters onto SAP, issue Statement of Particulars, contract variant information, DBS clearances.

- Organise and support company Managers and academies with the recruitment processes, including advertising on North East Jobs, arranging interviews and requesting references.
- Deal with incoming and outgoing post, in accordance with procedures. Ensuring that confidential information arriving or leaving by postal system is dealt with according to information security procedures.
- Gather and enter data into spread sheets, databases and other electronic information storage systems, extract and distribute information as directed.
- Provide and manipulate basic data in response to FOI requests, sickness reporting, benchmarking and other similar data enquiries.
- Produce documentation and data using a range of office applications such as Excel, Word and Outlook.
- Assist colleagues with statistical research, data input and analysis.
- Assist as required with specific projects.
- Other duties appropriate to the nature, level and grade of the post.
- To safeguard and promote the welfare of children and young people.
- Champion equity, diversity and inclusion in all aspects of your work and the communities you assist.

Our Expectations

You must undertake this role in accordance with the requirements set out below:

- Comply with Together for Children's Code of Conduct, People policies and procedures, Health and Safety Policy and EDI Statement.
- Uphold all relevant professional policies, standards and legislative requirements.
- Adhere to the Data Protection Act 2018 and GDPR principles in relation to the management and handling of personal and/or sensitive information and respect the privacy of personal information managed by Together for Children Sunderland.
- Comply with the Freedom of Information Act 2000.

This job description is a guide to the duties you will be expected to perform. It is not an exhaustive list, and you may be required to undertake other tasks and duties not listed that are reasonably commensurate with the job role and grade of the post. Where a fundamental change to the job description is needed this will be discussed with the postholder prior to any changes being made

Date: May 2025

RACE EQUALITY MATTERS TRAILBLAZER Valid Until July 2025
Better Health at Work Award Gold Award
disability confident EMPLOYER
ARMED FORCES COVENANT EMPLOYER RECOGNITION SCHEME SILVER AWARD 2023
MENOPAUSE INCLUSIVE WORKPLACE STANDARD OF EXCELLENCE

Person Specification – People Support Assistant

The requirements for this post and how candidates will be assessed are set out below.

Essential Requirements	Method of Assessment
Qualifications • NVQ Level 2 in Business Administration or equivalent qualification.	Application Form
Experience of: • Undertaking recruitment and workforce administration within a busy office environment. • Experience of providing high quality and accurate people management administrative support in customer facing role.	Application Form
Knowledge and Understanding of: • Recruitment and Payroll (SAP) systems and associated programmes. • Safeguarding and Disclosure and Barring Service clearance checks	Interview
Skills and Abilities • Ability to share information and obtain information from others through written/verbal communications. • Ability to listen to others to assess requirements in order to respond appropriately and efficiently. • Ability to effectively use the full range of Microsoft Office packages to prepare documents, record information, input data and present data in a range of formats. • Commitment to Equal Opportunities	Interview

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