Job Description

	People Team use only	JE Code: A5034

Job title	People Assistant
Grade	Grade 6
Service and team	The People Team
Directorate	Resources
Line manager	People Coordinator
People management responsibilities	N/A

Job Purpose

Under the direction of People Coordinator, the role is responsible for providing front-line guidance to the organisation around people policies and completing administration relating to the colleague lifecycle from new starters to leavers. This role will provide a high level of customer service to a range of internal customers, ensuring relevant administration is completed in a timely manner to ensure employee records are kept up to date in line with legislative and organisation requirements.

What you'll be doing

Employee Administration

- Complete all required administration in relation to the colleague lifecycle including drafting letters and maintaining accurate colleague records in line with organisational deadlines.
- Process changes to records, send and record confirmation paperwork
- Ensuring all pay elements and deductions are set up correctly to enable accurate pay.

Recruitment

- Support hiring managers throughout the 360-recruitment process in both permanent and temporary appointments
- Communicating with managers to inform that their roles are live and keep them updated during the duration of the role being live
- Using the People System and other platforms such as NE jobs and agency platforms to upload roles and job adverts
- Ensuring adverts are sent to hiring managers promptly, with the right guidance and support they need to progress candidate through the different stages of

assessment, such as online sifting and shortlisting, in person assessment, formal interviews and appropriate assessment centres.

- To play an active role in our Diversity and Inclusion strategy and ensure it is reflected within recruitment practices.

Customer Service & Collaboration

- Working in a customer focused environment providing front line advice and support to colleagues and directorates around People policies and guidance, including:
  - Recruitment
  - Onboarding
  - People changes
  - People Policies
  - Terms and conditions
  - Absence guidance and attendance management
  - Right to work including sponsorship processes
  - DBS and clearances
- Meet relevant KPIs and SLAs
- Provide guidance and information to managers and colleagues on policies, terms and conditions.

Governance, Compliance & Digital Improvement

- Ensure the People System is accurately maintained, ensuring workflows and employee records are managed effectively.
- Ensuring the organisation is compliant with right to work checks including processing applications for certificates of sponsorship via UK Visas and Immigration.
- Supporting internal customers with queries linked to right to work and security clearance checks.

Other

Carry out project work as and when required

- Ensure Council wide and job specific training is completed as and when required
- Assist in training and mentoring new and existing members of the team
- Support the improvements of systems and process where appropriate
- Any other reasonable task required by the Council

Other duties as appropriate to the grade of the post.

You need to have	How we will assess these

Knowledge	• Ability to work to a high standard of accuracy • Ability to work to deadlines • Ability to work under pressure and prioritise own workload • Ability to deal with sensitive enquiries • Demonstrate ability to provide high standards of customer care • Ability to input, extract and interpret information from manual and computerised information sources • Work as an effective team member	Application form, assessment, and interview
Qualifications, training and professional registrations	• Good general education with a minimum of 4 GCSE at grade C or above including Maths and English • Good literacy and numeracy skills	Certificates interview and assessment
Skills and experience	• Experience of using a HR and Payroll system. • Background in providing help, advice, and information to customers • Experience of gathering, organising and managing information • Experience of administrative routines • Experience of working in a team and independently • Experience of working with a range of ICT systems including Excel, Word, Outlook • Ability to stay calm under pressure • Ability to make judgements within established policies	Application form and interview
It would be nice if you also have		How we will assess these
Knowledge	• Knowledge of Council Policies and Procedures • Knowledge of Pay and Conditions for the following APT&C, Teachers, NHS staff • Knowledge of Statutory payments	Application form, assessment and interview
Qualifications, training and professional registrations	• CIPD Level 3 certificate or working towards, or equivalent experience	Certificate, assessment and interview
Skills and experience	• Experience of working in a range of front - line customer focused environments, including dealing with enquiries over the telephone, email and face to face	Assessment and interview

	• To understand processing tasks including, recalculations, salary, national insurance, tax, underpayments and overpayments	

Other information about the job	
Working Conditions	Office working
Working Requirements and Arrangements	Flexibility to work from any North Tyneside Council facility or suitable work location. Hybrid working arrangements
Physical Requirements	N/A
DBS and Safeguarding Checks required	N/A
Politically Restricted	This post is not politically restricted under the Local Government and Housing Act 1989.

Please note: if you use your own vehicle for business, you must have a valid driving licence, MOT, and business use insurance.

Our Values
We Listen | We Care | We Are Ambitious | We Are Good Value for Money
Equality, Diversity and Inclusion
We treat our colleagues, residents and service users with dignity and respect, value differences, and challenge discrimination. We build inclusive teams and encourage diverse voices to shape our work.
Corporate Parenting
We all share responsibility for supporting children in our care – acting in their best interests as any parent would. This is known as corporate parenting and covers anyone working for the Local Authority no matter what their job role is. We promote safeguarding and report concerns appropriately.
Climate Change
We are reducing our carbon footprint by using less energy, travelling smarter, and recycling more. We welcome innovation that makes our services more sustainable.