

JOB DESCRIPTION

Job Title	People Assistant		
Reports to	Associate Director, People Services & Improvement		
Department	People Team		
Job Family	Business Services	Level	2

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and Our Vision is to shape a collaborative and diverse community, where talented people grow, realise their potential and deliver our School's vision with pride.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

Our Vision is to shape a collaborative and diverse community, where talented people grow, realise their potential and deliver our School's vision with pride.

Our mission is to partner the School to optimize our culture, the way we organize ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Department provides a comprehensive range of People Services to professional services departments and comprises four main areas: Business Partnering and three Centres of Expertise: Talent, encompassing Talent Acquisition, Talent Development, Engagement & Wellbeing, People Services encompassing

Reward & Benefits, Systems, Data & Payroll, ER, Policy & Operations and Inclusion & Diversity.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The purpose of this role covers three main areas:

- Providing a professional **generalist** People Team service to the School and wider People team including end to end employment administration and ER support
- Managing the **HR enquiries** box and allocating, responding to and escalating queries according to nature of query and workload
- **Employee Relations** support such as notetaking and OH referral administration

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

Generalist Areas

- Provide first line support within the School for People Services team, solving routine problems and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Drafting/preparing new starter contracts and contract amendments for existing staff for any new roles, changes to role, pay, contract terms etc and any associated system and payroll updates/changes-ensuring work is accurate and completed in a timely manner
- Creation and completion of new employee files ensuring that all files are accurate and completed.
- Pre employment checks, including references and Right to Work Checks are completed for all new starters (including casuals)
- Administration and processing of sponsorship certificates
- Liaison with L&D to ensure all new starters are booked on to orientation
- Monthly report review, administration and tracking of: immigration, probation and FTCs, secondments and actioning (e.g. confirmation letters) or escalating appropriately.
- All administration for employee leavers – including leaver letter, payroll actions, exit questionnaire, data entry and escalation of any issues of concern raised to Strategic Business Partner for area
- Complete all reference requests for current and former employees, including mortgage references, work references etc
- Provide People support for all individual employee/line manager People queries, solving routine problems and providing stakeholders with the information and/or understanding they need to deliver an excellent service, including signposting to the ER Hub and Advice Line and/or internal escalation of issues.
- Create and maintain up to date organizational charts in liaison with SPP for area
- Take notes at ER meetings including investigation, discipline and grievance, flexible working meetings, redundancy consultations and any other formal meetings as required and produce professional and accurate notes in a timely manner

- Support Strategic Business Partners with consultation, change initiatives and ER/contractual queries
- Update employee records on all HR systems to ensure consistent and accurate recording, enabling efficient service delivery to all stakeholders and ensure MI data is accurate
- Tracking and monitoring all required employment checks (including annual) for employees on a visa. Ensure iTrent, immigration spreadsheet and employee staff files are up to date at all times to remain compliant with UKVI. Escalate potential issues in a timely manner
- Maintaining folder of job descriptions and archiving old ones
- Prepare all family leave letters and conduct family leave meetings with employees
- Enter absence management data in an accurate and timely manner and escalate any issues as needed
- Some occupational health referrals in support of Senior HR Advisor
- Peer checking of all contractual and payroll administration
- Supporting with pay review administration as needed
- Some co-ordination, note-taking, action tracking at team meetings

HR Enquiries

- Manage the HR Enquiries inbox. Establish nature of query and direct to appropriate team or person in People Team for action
- Work with Associate Director, People Services and CI to ensure fair allocation of work in team
- Work with Associate Director on ultimately introducing “myhelp” type ticketing system for triage of queries to People Services team

Analysis and Reporting

- Organise, upload into and monitor People Services systems, databases and records to ensure accurate recording and enable efficient service delivery to all stakeholders completed in a timely manner in line with established processes.
- Collate information to produce regular standardised management reports to support decision making within the department.

Collaboration and Support

- Provide support to colleagues within and outside the team as and when opportunities arise, to promote collaborative working across the School.
- Act as a point of referral for less experienced colleagues to help to resolve issues within the team.

Project Management

- Provide support to process optimization work in order to drive through system and process improvements which will benefit both the team and the business
- Provide ad hoc support (e.g. research, coordination) to projects across People Services and the Strategic Business Partner team in support of project planning and implementation; sometimes taking the lead on defined project activities

Financial Management

- Accurately process invoices and input financial data into systems to support the tracking of team/department budgets.

Process Improvement

- Proactively and continually review relevant processes and systems within own area of work and make suggestions to improve efficiency.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, act in a resilient manner when responding to change, and proactively look for opportunities to support change to help embed it in the team and/or department.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality, accurate materials and documents in a timely manner.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy of triaging queries ensuring a good 'customer' experience for the business
- Accuracy and integrity of data in business systems and information in documents.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- Excellent attention to detail and accuracy
- Structured approach to work and ability to reprioritize workload and work to deadlines
- Ability to identify and implement process improvements that will increase accuracy and efficiency
- Ability to achieve administration volume, work allocation and process improvement work
- Good knowledge of employment law, policy and process
- Ability to resolve queries, signpost and escalate when needed
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of relevant HR software
- Proactive approach to relationship development with colleagues.
- Good project coordination and time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.

Resources including team management

Staff	n/a
Budgets	n/a
Date Updated	26.07.21