

JOB DESCRIPTION

Job Title	People Assistant		
Reports to	Head of People Operations		
Department	People		
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 that our course offering maintains our place as a leading business school.

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

The People function has adopted the Business Partner model, characterised by front-facing and proactive management of three Business areas supported by centrally managed professional back office support.

The team is designed around two key areas: 1) Business Partnering and 2) a wider People enabling area that is made up of specialist People (including Learning and Organisational Development), Resourcing, Operations, Systems and Pensions. The People team work closely with Heads of Departments and line managers to support them in achieving their business goals through their people.

Job Purpose

The purpose of the post is to support the People team in providing a professional generalist People and recruitment service to managers and staff across the School.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Recruitment

- Work with the Resourcing team to deliver effective recruitment support to hiring managers.
- Take ownership of level 2 vacancies; arrange and attend vacancy pro forma meetings, support with interviews as required, support managers in making the right hiring decisions and salary offers.
- Act as the point of contact for temp requests, working with the recruitment team to fill temp assignments promptly with quality candidates.
- Ensure references for successful job applicants are requested and received in a timely manner and thoroughly reviewed in line with the employees start date and probation.
- Ensure that required employment documentation, i.e. eligibility to work, educational certificates etc, is received before employee commences work.
- Liaise with Learning and Development to ensure all new starters are booked on orientation.
- Creation and completion of new employee files ensuring that all files are completed and passed to People Business Partner to authorise within two months of employee start date.

Delivery and Support

- Be the first point of contact for the area, answering telephone calls, emails and responding to requests for information, and arranging meetings.
- Provide first line People support for all individual employee/line manager People queries, solving routine problems in a specific area and providing stakeholders with the information and/or understanding they need to deliver an excellent service.
- Prepare all contracts and contract amendments for new starters and existing staff.
- Prepare and complete all contractual and payroll actions for new starters and existing staff using iTrent and payroll spreadsheet.
- Produce confirmation of probation letters and issue probation questionnaires to employees.

- Manage employee leaver process, including issuing confirmation of leaving letters for employees and exit questionnaires.
- Complete all reference requests: mortgage, visa, work references for employees.
- Manage the benefits administration; i.e. cycle to work scheme, childcare vouchers and eyecare vouchers.
- Undertake all filing and in a timely manner to avoid backlogs.
- Own immigration process for designated business area, tracking and monitoring annual anniversary of employment checks for employees on a visa. Ensure iTrent, immigration spreadsheet and employee staff file up to date at all times to remain compliant with UKVI. Escalate potential issues in a timely manner to People BP.
- Take notes at flexible working meetings, investigation, disciplinary, grievance hearings and other formal meetings as required, and produce the typed notes in a timely manner.
- Prepare all maternity letters and conduct maternity meetings
- Conduct exit interviews for level 2s, booking in level 3 – 6 with BP and Advisors before employee's last day.
- Support People Business Partnering team with the implementation of consultation and change initiatives
- Create and maintain accurate organisational charts for tracking and maintaining staff headcounts

Analysis and Reporting

- Update employee records on iTrent, Sdrive and staff files to ensure accurate recording, enable efficient service delivery to all stakeholders and ensure MI data is accurate.
- Ensure staff complete exit questionnaires before their last day and collate & review this data escalating issues in a timely manner.
- Create turnover reports with People Business Analyst and identify trends to be shared with People BP/Advisor on a quarterly basis.
- Absence management tracking, escalating issues as they arise to the People BP. Identifying trends to be shared with People BP/Advisor on a quarterly basis.
- Collate and review all probation questionnaires and ensure that any issues are raised with the appropriate member of the People team.
- Conduct analysis to support the identification of trends and forecasting to further enable effective planning in the People team.

Project Management

- Provide ad hoc support on projects e.g. research, external benchmarking in order to support project planning and implementation; sometimes taking the lead on defined project activities as agreed with People team.
- Take lead role in the tracking of employee appraisals on an annual basis, working with People BP to chase managers with forms missing.

Financial Management

- Accurately input financial data into systems, paperwork and People records to support the tracking of departmental budgets.
- Work with People BP, Recruitment team and Accounts Business Partner to ensure recruitment offers are within headcount budget.

Process Improvement

- Proactively 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 materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in business systems.
- 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.
- May hold vocational qualification.
- 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 software related to own area of specialism.
- Proactive approach to relationship development with colleagues.
- Good attention to detail.
- Good 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

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Staff	
Budgets	
Date Updated	