

# Job role:

## People & Culture Administrator



**Responsible to:** People & Culture Business

**Band:** Business support

Department: HR

### PURPOSE

To provide HR support to the People & Culture Business Partner for the completion of various day to day HR related activities.  
The role will also include involvement in tasks related to project activities and in undertaking assigned tasks to ensure ongoing compliance with statutory requirements.

### ACCOUNTABILITIES

- The requirement is to be competent in the following tasks, with proven ability to identify opportunities and proactively task manage:
- Support the People & Culture Business Partner with monthly payroll & pension processing and ensure accurate monthly reconciliations
  - Full understanding of and adherence to all HR process, including compliance. Assist the People & Culture Business Partner in the design and implementation
  - Maintain complete and accurate HR records. Support with collation of robust and accurate MI to ExCo and Board as required
  - Management of all onboarding – internal coms, liaising with agencies, collating interview packs, attendance at interviews, candidate declines, onboarding administration
  - Employee Engagement – data management of engagement surveys; assist People & Culture Business Partner with key actions; annual review of colleague benefits; review of all engagement activities & communications
  - Carry out all administration linked to the execution and recording of the employee PDR / appraisal system
  - Ensuring role requirements and role profiles for all positions are updated on a regular basis and in line with policy.
  - Carry out annual benchmarking exercise
  - Ongoing improvement of design and implementation of new starter induction programme at all levels
  - Represent and attend HR events – local & BSA – action findings
  - Support the People & Culture Business Partner in reviewing, developing, implementing and maintaining effective recruitment procedures to attract the best quality employees to TBS
  - Arrange quarterly Town Hall meetings and draft minutes
  - Be responsible for updating colleague benefit schemes
  - Quarterly roll out of Society mandatory training
  - Ambassador for the running of colleague engagement committees: design and roll our annual plan whilst remaining in budget

- HR administration - Collate and input all documents/data required into the internal HR system in an accurate and timely manner, GDPR data cleanse process of HR files on a monthly basis
- Administrative support of Strengthening Accountability in Banking regime requirements e.g. annual fitness and propriety checks, regulatory referencing
- Demonstrate first line risk ownership by ensuring accuracy and confidentiality in handling colleague data, complying with HR policies and procedures, and promptly escalating any identified risks or issues to the appropriate stakeholders
- Manage annual audit request in a professional and timely manner
- Act to deliver good outcomes for retail customers
- Assist in other ad-hoc HR activities

## CORE COMPETENCIES

- Teamwork - Actively participate in, and facilitation of, team effectiveness; taking actions that demonstrate consideration for the feelings and needs of others; being aware of the effect of one's behaviour on others
- Planning and organisation – establish a course of action for self or others to accomplish a specific goal by setting priorities, allocating time and maintaining an awareness of interrelationships among activities
- Collaboration - working effectively with others in the organisation outside the line of formal authority (such as peers in other units or senior management) to accomplish HR goals and to identify, escalate and, where possible, resolve problems
- Oral Communication – Expressing ideas effectively in individual and group situations; adjusting language or terminology to the characteristics and needs of the audience
- Sensitivity – taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour on others
- Discretion - treating personal details, information or conversations with confidentiality and discretion

## KNOWLEDGE/SKILL/EXPERIENCE

- Minimum Level 3 CIPD or above (or equiv.) desirable
- Exceptional organisational skills
- Excellent admin, Word, Excel & PowerPoint
- Good diary management
- Excellent eye for detail
- Minimum of 2 years HR experience
- Financial Services background
- Experience working with highly confidential information