



# **PEOPLE SERVICES ASSISTANT (FIXED TERM CONTRACT)**

**The Wrekin**  
Housing Group

Job Description and Person Specification  
April 2025

## **The Wrekin Housing Group**

### **People Services Assistant (Fixed Term Contract)**

**Department:** People Services

**Location:** Head Office – Telford, Colliers Way, TF3 4AW, with some opportunity for hybrid working

**Job Type:** Full-Time, 36 hours per week

**Reports To:** Talent Acquisition Lead

**About Wrekin:** As a socially minded organisation, we provide housing and care services, and generate social value for customers across Telford & Wrekin, Shropshire and Staffordshire.

**Our vision:** Making a difference to people's lives

**Our values:**

- **Inspire positive change**  
We embrace innovation. We are not afraid to go the extra mile to provide even better services.
- **Everyone matters**  
People are at the heart of our team and every team member across the whole community counts.
- **Communicate clearly**  
We respect colleagues and customers while recognising the importance of open conversations.
- **Grow together**  
We support each other and take pride in our collective success

**Purpose of the role:**

To support the delivery of a comprehensive first class and right-first time people service across the organisation by providing a proactive, reliable and effective support to the People Team and across the Group.

Acting as a first point of contact for all people queries, with a strong customer focus, giving information and signposting where appropriate, ensuring compliance with current legislation and best practice.

This role will include HR and recruitment administration to support the quick and successful onboarding of candidates to our roles.

Key relationships will be with the Recruitment Assistants, People Services Assistants, Talent Acquisition Lead, People Advisors, HR Business Partners (HRBP), Payroll, ICT, Marketing, Facilities, Social Value and Learning & Development as well as other colleagues across our organisation.

**Key Responsibilities:**

- First line point of contact to employees and manager queries, reactive to requests, providing excellent customer service. This will require answering standard questions and signposting on policy or terms and conditions
- Daily review of the recruitment and HR inboxes, responding to queries in a timely manner
- Day to day maintenance of the HRSystem (One Wrekin) and recruitment Applicant Tracking System (ATS), processing new starters and amendments, updating data with changes. Adding new starters to the HR System and uploading all relevant documents to their HR record and Personnel file in line with onboarder checklists
- Drafting contracts of employment, casual agreements and offer letters to staff
- Obtaining references, right to work identification documents, onboarding paperwork and completing DBS checks
- Processing amendment letters for internal moves and secondment opportunities, contracts of employment where relevant for changes e.g. job title, salary, address, fixed term contract extensions etc
- Communication with managers on the progress of their new starter onboarding, recruitment and any other HR amendments or queries, in line with any set timescales
- Application sifting and pre-screening, conducting pre-screen calls with candidates and booking interviews
- Posting job adverts and maintaining job authorisation requests from managers
- Answering questions on vacancies, advertising, assessment options and overall delivery
- Checking job descriptions and job adverts drafted from managers, ensuring accuracy and attention to detail in terms of spelling, formatting and grammar
- Support the delivery of open days, career fairs, apprenticeship campaigns
- Maintain a good communication with the candidate throughout the process to 'keep warm' the relationship ahead of starting the new role
- Support DBS processing for staff checks, which may include monitoring renewals and keeping systems up to date
- Answering annual leave entitlement queries and updates on systems
- Chase and monitor onboarder and leaver questionnaire feedback in line with our process
- Understand the range of benefits that we offer to ensure that any queries from the business can be answered
- Ability to take on adhoc project work to support the Shared Service Manager and/or the wider People Service Team

#### **Performance Measures:**

- Work to achieve the key recruitment metrics within the department, which include time to hire, advert to offer, amendment Service Level Agreements (SLA's) data accuracy processing
- Identify and rectify data quality issues, maintain the accuracy of all staff and candidate data

#### **Compliance:**

- Ensure full compliance with DBS checking of new starters, ensure staff files meet requirements for CQC audit checks
- Ensure HR files are fully compliant and all paperwork is complete to maintain safer recruitment and achieve green on monthly new starter audits e.g., signed contracts, Right to Work UK documents, DBS, references, occupational health clearance, forms for Payroll
- Ensure all approvals for recruitment and amendments are in place, and in line with the procedure

- Protect the version control and template provision of job descriptions, contracts, onboarding paperwork. Keep folders tidy and filing is all in place
- Meet the compliance outlined in the recruitment and selection policy in regards to employee checks
- Ensuring all relevant paperwork is submitted to payroll in time for payroll cut off to ensure new starters are paid correctly on time
- Updating all relevant HR trackers with information with 100% accuracy

#### **Equality, Diversity and Inclusion:**

- Obtain candidate data for EDI purposes following outlined processes
- Support candidates with adjustments needed to apply
- Support the employability work of the Social Value team, which may mean attending 'Get That Job' sessions, CV writing support, involvement with relevant committees, awareness of and working towards Disability Confident Employer status levels

#### **Customer Service:**

- Provide a high-quality employee and candidate experience on all occasions and for all types of queries
- Front line support to managers offering a good customer service
- Willing to support the whole team and complete any other duties

## **Person Specification**

### **People Services Assistant (Fixed Term Contract)**


#### **Knowledge, skills, and experience:**

##### **Essentials:**

- Experience of working in an admin based role with some completion of compliance based paperwork
- A customer service mindset and desire to ensure the best experience is provided to our managers, internal customers and candidates
- Experience of using bespoke systems for administration processing
- GCSE Maths and English at grade B / level 5/6 or above or equivalent functional skills
- Ability to manage multiple priorities at one time, such as coordinating multiple recruitment activities
- Good attention to detail and high level of written communication and grammar, able to maintain accuracy when posting job adverts, reviewing job descriptions, writing emails, drafting contracts etc
- Proven successful experience of record keeping and general administrative duties, showing a high level of attention to detail
- Able to 'roll sleeves up' and support with all tasks to ensure the needs of the business are met
- Resilient, adaptable and determined to positively overcome barriers remaining calm under pressure
- Not afraid to ask for help, keeping the rest of the team informed of any challenges faced
- Competent user of Microsoft Excel and other Microsoft Office applications
- Ability to work collaboratively in a cross-functional team environment
- Knowledge and appreciation of the importance of confidentiality in this role
- Demonstrates flexibility in meeting conflicting demand, prioritising effectively
- Committed to the values of the organisation
- Pro-active and probing, being curious and asking questions to support in processes engaged in
- Able to ensure equality, diversity and inclusion approaches are embedded into the recruitment process, promoting and championing an inclusive approach and identifying how we can make reasonable adjustments for candidates where needed
- Driving license and vehicle required for travel to our office locations as required

##### **Desirables:**

- Previous experience of working in a HR or Recruitment team
- Relevant qualifications and certificates, such as CIPD Level 3 (HR/L&D) or working towards. Or relevant recruitment or talent acquisition qualification
- Associate Member of CIPD or qualified by experience to an equivalent level
- Experience of using an Applicant Tracking or HR System
- A general understanding of organisational structures and reporting lines
- Experience of working within Housing and/or a care related environment
- Knowledge of different worker types and experience at drafting contracts, casual agreements and other new starter documentation, understanding terms and conditions and GDPR rules
- Previous experience of completing DBS checks and safer recruitment practices
- Knowledge of the Equality Act (2010) and unconscious bias in recruitment processes and experience in managing this

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- Experience of working with third party suppliers, including recruitment agencies and advertising platforms
  - Employment law knowledge as pertains to recruitment, this includes the Employment Rights Act (1996), Equality Act (2020) and compliance on Right to Work UK checks
  - Knowledge of GDPR requirements when keeping and maintaining data