

**People Services**

**Assistant**

**The Wrekin**  
Housing Group

Job Description and Person  
Specification

January 2025

## **THE WREKIN HOUSING GROUP**

### **People Services Assistant**

**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:** HR Shared Service Manager

**Wrekin Housing Group is part of the Housing Plus Group, a leading provider of homes across a range of tenures to meet identified housing needs and regulated care services to help people live independently.**

Our dedicated and diverse colleagues are critical to our success. We value our people and offer them challenging and worthwhile careers, providing a sense of achievement in a vital sector. It is important that we offer opportunities to inspire our people to help us to make a positive difference to our customers' homes, lives and communities.

**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.

Key relationships will be with the Recruitment 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**

### **Day to day operations**

- First line point of contact to employees and managers queries, reactive to requests, supporting managers and providing excellent customer service. This will require answering standard questions and signposting on policy or terms and conditions, escalating to the People Advisor or HRBP when relevant.
- Day to day maintenance of the HRSystem for amendments, daily review of the One Wrekin verifications for changes, actioning these and updating managers on progress. HR inbox daily monitoring and responding to queries in a timely manner.
- Communication with managers on the progress of their amendments or queries, in line with any set timescales, with a customer centred approach.
- Maintaining the HR folders, ensuring they are up to date, version controls in place and appropriate archiving, this includes the job descriptions folder, contracts and standard letters.
- Process any purchase order requests and invoices in the appropriate systems for authorisations, e.g. iBUY
- Ability to take on adhoc project work to support the Shared Service Manager and/or the wider People Service Team.

### **Employee Lifecycle**

- Draft amendment letters, contracts of employment where relevant for changes e.g. job title, salary, address, fixed term contract extensions.
- Monitor the renewal of relevant checks for the HR file e.g. Right to Work UK – expiry dates, DBS renewals, disclosure forms.
- DBS processing for staff DBS renewals, updating HR systems.
- Complete maternity and paternity administration processing.
- Leaver process - ensuring resignation letters have been received, preparing and issuing acknowledgement of resignation letters, processing leavers on the HR system and submitting leaver details to payroll.
- Leave entitlement – answer queries on annual leave or other special leave entitlement and ensure One Wrekin reflects the correct information. Administrate the Buy/Sell holiday requests.
- Responding to reference requests from third parties.
- Probation review forms processing and monitoring, escalating to People Advisor when necessary (extensions/failed probations etc).
- Follow up and monitor onboarder and leaver questionnaire feedback in line with our process.
- Upload documents to the HR Hub as a resource of information to managers.
- Coordinate eye care voucher requests as required.
- Understand the range of benefits that we offer to ensure that any queries from the business can be answered.
- Ensure all documentation is stored appropriately in line with compliance regulations

### **Support to recruitment**

- Support the delivery of open days, career fairs, apprenticeship or graduate recruitment campaigns in conjunction with Talent Acquisition Lead and Recruitment Assistants.
- High volume campaigns may require support with CV searching, screening or sifting where capacity allows.
- Set up new starters on the One Wrekin HR System and upload all relevant documents to their HR record and also Personnel file in line with the HR checklist of information.

### **Performance Measures**

- Work to achieve the key performance measures Service Level Agreements (SLA's) in line with the timescales set.
- Complete data cleansing for data metrics, identify and rectify data quality issues e.g., leaver reasons, probation tracker, EDI data completion, turnover information, sickness absence reporting.

### **Compliance**

- Updating all relevant HR trackers with information with 100% accuracy.
- Ensure full compliance with DBS renewals, 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 amendment process audits e.g., signed contracts, Right to Work UK documents, DBS, occupational health clearance, forms for Payroll.
- Ensure all approvals for amendments are in place 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.
- Ensuring all relevant paperwork is submitted to payroll in time for payroll cut off to ensure changes are paid correctly on time.
- Day to day maintenance of the HRSystem and HR Inbox.

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

- Obtain staff data for EDI purposes following outlined processes.
- Support the employability work of the Social Value team, which may mean attending relevant committees, such as the Wrekin Allies, Proud to be Me, Disability Positive, Social Value Champions, Heritage and Culture, the Employee Forum as requested.

### **Customer Service**

- Provide a high-quality customer experience on all occasions and for all types of queries and within the given SLA's.
- Front line support to managers offering an excellent service value proposition.
- Front line point of contact for all HR queries.

## KNOWLEDGE, SKILLS & EXPERIENCE

### Essentials

- Previous experience of working in a Human Resources or Recruitment team.
- GCSE Maths and English at grade B / level 5/6 or above or equivalent functional skills.
- Ability to manage multiple priorities at one time.
- Good attention to detail and high level of written communication and grammar, able to maintain accuracy when writing letters, emails, inputting data into HR systems etc.
- Proven successful experience of record keeping and general administrative duties, showing a high level of attention to detail.
- Experience of working as a member of a team in a people focused environment, contributing to team spirit.
- A customer service mindset and desire to ensure the best experience is provided to our managers, internal customers and candidates.
- Able to 'roll sleeves up' and support with all HR tasks to ensure the needs of the business are met.
- Resilient, approachable, adaptable and determined to positively overcome barriers remaining calm under pressure.
- A general understanding of organisational structures and reporting lines.
- Competent user of Microsoft Excel and other Microsoft Office applications.
- Knowledge and appreciation of the importance of confidentiality in this role.
- Committed to the values of the organisation.
- Pro-active and probing, being curious and asking questions to support in processes engaged in.
- Able to demonstrate own personal and professional development.
- Ensure equality of opportunity for all people as employees or customers, recognises and respects the diversity of employees and the communities of organisation locality.
- Driving license and vehicle required for travel to our office locations as required.

### Desirables

- Relevant qualifications and certificates, such as CIPD Level 3 (HR/L&D) or working towards.
- Associate Member of CIPD or qualified by experience to an equivalent level.
- Experience of using HRIS systems.
- Experience of working within Housing and/or a care related environment.
- Knowledge of different worker types and experience at drafting contracts and other new starter documentation.
- Previous experience of completing DBS checks and safer recruitment practices.
- 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 including VISA requirements and restrictions.
- Knowledge of GDPR requirements when keeping and maintaining data.