You will deliver a responsive, customer-centred service to a range of stakeholders, coordinating and administering all areas of People related activity so that colleagues have a seamless experience of the People Services team.

**People Services Assistant**

**What are my key responsibilities?**

Acting as a first point of contact for enquiries into the People Services team you will:

* Provide high quality, timely and accurate administrative and operational support to a wide range of stakeholders
* Provide administrative support to the People Services team, including recruitment, employee relations cases, Payroll and L&D.
* Maintain effective systems of work and high-quality data, accurately completing all transactional HR activity in relation to the full employee life cycle.
* Ensure compliance with People Services processes and procedures.

Provide first-line advice and guidance in accordance with relevant People policies, procedures and practises that comply with relevant legislation.

Make sure accurate, timely and relevant information is available that ensures managers are compliant in relation to people management.

Support and lead in HR surgeries, providing assistance in various HR-related matters. Ensuring escalation with the appropriate stakeholder for resolution and follow-up.

Collaborate with cross-functional teams in People Services on projects as required.

Assist with the delivery of workshops or development programmes as required.

Procure and process payment for all services, goods and supplies in line with whg’s financial procedures.

**Relationships**

As People Services Assistant you will need to develop and maintain effective working relationships which will enhance service delivery, working collaboratively with teams and stakeholders at all levels across the organisation.

* You will report to the People Services Team Leader
* You have no line management responsibility
* You will work closely with colleagues within the People Services team, including the Payroll Manager, HR Business Partners, Recruitment and Employee Relations Advisors, L&D Manager and People Operations Manager to collectively support stakeholders.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as a People Services Assistant, specifically:

* Achieved or working towards a CIPD Level 3 foundation qualification
* Recent and relevant experience in a similar type role with working knowledge of HR or L&D best practice.
* A positive can-do attitude that demonstrates you are self-motivating and accountable.
* Proven administration and organisational skills and the ability to meet deadlines.
* The ability to use your own initiative, manage your own time and priorities whilst demonstrating a flexible and proactive approach
* The capability to understand and interpret data from a variety of sources to assimilate into a concise logical format.
* The ability to prioritise, meet deadlines, multi-task and work flexibly.
* Excellent interpersonal skills with the ability to quickly establish and maintain positive working relationships at all levels.
* A proactive approach and the ability to work independently.
* Excellent written and oral communication skills
* The ability to maintain confidentiality and handle sensitive information with discretion.
* Good IT skills which include the ability to confidently use all Microsoft Office applications.
* The ability to challenge current ways of working and make recommendations for improvement.
* A commitment to continuous professional development.
* Experience of coordinating and liaising with third party suppliers.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent.

We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the Corporate Plan identify the behaviours that we expect all colleagues to display at whg.

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| A blue circle with white hands in it  Description automatically generated | TrustworthyYou can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | AccountableTaking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | ExcellentStriving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | RespectfulValuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | CollaborativeAchieving great things by working together. |