**JOB DESCRIPTION**

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| **JOB DETAILS** | | | | |
| **Post title:** | **People & Culture Assistant** | | | |
| **Post grade:** | **D** | | | |
| **Post number:** |  | | | |
| **Directorate:** | **Resources** | | | |
| **Section:** | **People & Culture** | | | |
| **Reporting to:** | **Head of People & Culture** | | | |
| **Line manager:** | **No** | | | |
| **Date updated:** | **May 2025** | | | |
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| **MAIN PURPOSE OF JOB** | | | | |
| The primary purpose of the People and Culture Assistant role is to provide comprehensive administrative support across all functions of the People and Culture team, acting as the first point of contact and the welcoming face of the department. This position serves as the central hub for all People & Culture related enquiries and administrative processes, ensuring the smooth triage and signposting of tasks within the team. The role is pivotal in maintaining the efficiency and professionalism of the department, supporting recruitment, onboarding, training coordination and employee lifecycle documentation, while upholding the council’s values of openness, respect and inclusivity.  In addition to administrative responsibilities, the role plays a key part in managing People & Culture systems, maintaining accurate records, and supporting budget monitoring for training and development initiatives. With a strong focus on customer service, confidentiality and compliance, the role ensures that all processes align with legal standards and internal policies, fostering a positive and supportive workplace culture. | | | | |
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| **SPECIFIC DUTIES** | | | | |
| **Recruitment and Selection**   1. To take the lead technical role in respect of the recruitment system used by candidates, colleagues and managers across the council, including being responsible for day-to-day maintenance as well as amending and developing the system as necessary to suit the requirements of the council. 2. Organise interviews and confirm arrangements with candidates. 3. To liaise with agency vendors as necessary to ensure the appropriate governance checks are completed, before agencies can be granted permission to supply to the council. 4. Act as the welcoming and professional ‘face of the council’ to onboarding employees, ensuring that all pre-employment checks are carried out and recorded in line with the protocol and legislative requirements. 5. Place adverts in external media as requested by managers, ensuring the adverts are legally compliant and that costs are dealt with according to council financial policies. Monitoring the response rate to recruitment campaigns including tracking the diversity of candidates from initial applications to final appointment.   **Learning, Development and Induction**   1. Collating and supplying training needs arising from annual PPDs and corporate learning and development priorities. Formulating a costed annual Council training plan for the Head of People & Culture to make final decisions on training spend. 2. Organise the provision of in-house training, by arranging venues, ensuring that all participants can attend, distributing necessary documentation, organising training equipment and organising/collating training evaluation. 3. Process requests for external training, identify appropriate suppliers, secure value for money and/or secure additional income, record proposed and actual expenditure and liaise with Finance on a monthly basis to check expenditure against budget, highlighting variance to the Head of People & Culture. 4. Monitor certification expiration and arrange appropriate training for First Aiders and Mental Health First Aiders, to ensure consistency of qualification and adequate numbers and relevant payments. 5. Organise and present the People & Culture induction to new employees, inviting attendees and assisting with keeping the induction materials up to date.   **Apprenticeship Schemes and Work Experience Placements**   1. Organise the recruitment of apprentices to the Council including advertising, arranging and attending interviews, offering posts to successful candidates and contacting/liaising with the training provider to enrol the apprentice onto the correct qualification. 2. Support the Head of People & Culture in monitoring income and expenditure in relation to the Apprenticeship Levy. 3. Provide first line support to apprentices and their managers, referring complex issues to the Head of People & Culture. 4. Organise work experience placements by liaising with groups, schools, universities and Job Centre Plus, completing all relevant administration related to process and maintaining regular contact with all individuals involved. 5. Promote and represent the council at careers events and activities at local schools and colleges.   **HR Systems and Business Processes**   1. Assist in the maintenance and provision of statistical information and returns concerning the number of employees, job vacancies, advertising costs, turnover of employees, diversity, and sickness. This includes developing reports from our ATS and supporting managers in its use. 2. Maintain accurate personnel, training and establishment records, including those held on the HRIS, following corporate privacy policies in relation to the retention and destruction of applicant and client personal data. 3. Maintain the teams filing system, to keep all files and records up to date. 4. Administration of Disclosure and Barring checks ensuring council policy and national regulations are adhered to and that checks are renewed as required. 5. Provide recruitment system training to new managers and staff as required.   **HR Support**   1. Prepare and issue contracts of employment and contractual change documentation, subject to authorisation from senior team members, and termination documentation. 2. The administration of the PPD (appraisal) procedure; amending documents, answering basic queries from managers, recording training recommendations, electronic filing of completed PPD forms and recording PPD completion rate by department. 3. Organise Long Service and Long Service on Retirement payments and certification, and to carry out all the associated administrative tasks. 4. Provide administrative assistance to the Head of People & Culture and People & Culture Business Partners, at investigatory meetings, performance, grievance, disciplinary and absence management hearings. 5. Maintain the payroll spreadsheet on a monthly basis, ensuring all changes are documented and manager authorisation is obtained through appropriate payroll forms, and set up payroll number for new employees on the payroll system. 6. Arrange Flu Jabs on an annual basis and monitor uptake. 7. Answer basic enquiries from members of the public and outside bodies in relation to council people and culture services. 8. Respond to FOI requests, gaining support from senior members of the team as appropriate for more complex requests.   **Finances and Budget Monitoring**   1. To hold a company credit card and be responsible for its use within council policy for purchases such as LinkedIn advertisements, recharging costs to departments as appropriate etc. 2. To update and maintain the local systems for budget monitoring within the team including the training, and occupational health budgets, and apprenticeship levy. Reconciling budgets with a member of the Finance team and the Head of People & Culture. 3. Responsible for raising on behalf of the team, Purchase Orders and Good Received Notes on the Finance systems.   **Other**   1. To deliver a customer focused and responsive service, promote efficient ways of working and continuous improvement. | | | | |
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| **ORGANISATIONAL CHART** | | | | |
| Head of People & Culture  People & Culture Business Partner  People & Culture Business Partner  People & Culture Assistant | | | | |
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| **KEY WORKING RELATIONSHIPS** | | | | |
| * All staff across the council * Candidates * Members * Apprenticeship providers * Local schools and colleges * System providers * Public and external customers | | | | |
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| **RESOURCES** | | | | |
| * Monitoring of training and occupational health budgets and the apprenticeship levy * Accountable for a corporate credit card for agreed expenditure (e.g. advertising) * Responsible for the maintenance of HR & Recruitment Systems and other relevant systems * Responsible for a large quantity of highly confidential information. | | | | |
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| **PHYSICAL DEMANDS** | | | | |
| * Computer use for long periods daily | | | | |
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| **MENTAL DEMANDS** | | | | |
| * Conflicting demands and interruptions * Highly responsive role acting as first point of contact for a variety of team enquiries * Dealing with potential outcomes from unsuccessful candidates who may display differing behaviours. | | | | |
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| **WORKING ENVIRONMENT** | | | | |
| * Hybrid working available for this post, or being fully office based is an option * Occasional attendance at local schools and colleges for careers events and activities | | | | |
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| **ALL STAFF RESPONSIBILITIES** | | | | |
| To adhere to all Council Policies, in particular Equal Opportunities.  To undertake any other duties properly assigned from time to time by your line manager which are appropriate to the grade and character of the post.  To be committed to the principles of equality, diversity and the ability to treat everyone who you come into contact with dignity and respect.  Tewkesbury Borough Council is committed to the principles of safeguarding and promoting the welfare of all children, young people and vulnerable adults; therefore, all employees have a responsibility and duty of care to report safeguarding issues they become aware of or witness. | | | | |
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| **HEALTH AND SAFETY** | | | | |
| Ensuring that services are delivered in compliance with existing and new Health and Safety legislation and the Council’s Health and Safety Policy. Ensuring that duties are pursued in a safe manner with due regard to the Health and Safety of yourself and others. | | | | |
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| **PERSON SPECIFICATION** | | | | |
| **QUALIFICATIONS** | | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| 5 GCSEs or equivalent standard of education Grades A-C including English and Maths | |  |  | Application Form |
| CIPD Level 3 Foundation Certificate in People Practice | |  |  | Application Form |
| NVQ Business & Administration Level 3 | |  |  | Application Form |
| Membership of the CIPD | |  |  | Application Form |
| **EXPERIENCE** | | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Experience of working in a busy office environment | |  |  | Application Form / Interview |
| Previous experience of working in a busy HR department | |  |  | Application Form / Interview |
| Experience of using computerised HRIS | |  |  | Application Form / Interview |
| **SKILLS** | | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Good communication skills | |  |  | Application Form / Interview |
| Ability to set up systems and procedures to streamline processes | |  |  | Application Form / Interview |
| Strong digital skills | |  |  | Application Form |
| Competent in the use of MS Office | |  |  | Application Form |
| Organised and able to cope in a pressurised environment | |  |  | Application Form / Interview |
| **BEHAVIOURS / ATTRIBUTES** | | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT METHOD** |
| Effective team player | |  |  | Application Form / Interview |
| Able to prioritise and balance a varied workload | |  |  | Application Form / Interview |
| Enthusiastic and self-motivated | |  |  | Interview |
| Strong customer focus | |  |  | Application Form / Interview |
| Commitment to the principles of Equalities, Diversity, confidentiality and Health & Safety | |  |  | Application Form / Interview |
| Committed to continuous professional development | |  |  | Application Form / Interview |