



Role Profile

Job Title: People Officer
Directorate: People Team, Operations
Reports to: People Advisor

Overall Aim

- To provide effective and efficient administration and support to the People Team, Line Managers and employees at all levels across the organisation
 - To provide first line HR advice on all people policies, procedures and best practice, escalating complex queries to the People Advisor, Senior Manager and Head of People Operations and Talent as needed
 - Along with other People Team members, ensure a customer focussed and agile people service is provided to all employees across the organisation
 - Be a key user and contributor to the HRIS (Iris Cascade), suggesting and making changes as appropriate
 - Contribute ideas towards continuous improvement and improvement of procedures
 - Play an active role in the high quality, approachable and credible People Team
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Key Responsibilities

People administration and advice

- Provide effective and efficient people administration and support with the expectation of being proactive in identifying tasks to be undertaken within scope of responsibility
- Provide first line support to effectively respond to employee queries sent to the People Team shared mailbox
- Assist with providing first line people advice and guidance to Line Managers and employees through keeping up to date with people policies, procedures and best practice through wider reading and attending any relevant training. Refer more complex queries to more senior team members
- Assist with People Team projects as needed
- Assist the People Team with note taking at formal ER meetings when required
- Support the People Team and Academy inductions as needed, this may include delivering these
- Process invoicing in a timely and compliant manner, working closely with the Finance Team as needed
- Take accountability of the People Team shared drive and People Portal so data is accurate, accessible and kept in line with GDPR

Recruitment:

- When required, support the People Advisor and Head of People Operations and Talent Acquisition with recruitment processes, assisting hiring managers as needed, managing any online recruitment actions within Iris Cascade/Networx and assisting hiring managers to post roles internally and externally

Employee Lifecycle:

- Support the creation and issue of all necessary new joiner paperwork (including offer letters and contracts, carrying out right to work checks, employment verification and reference checks)
- Liaise with hiring managers to arrange IT access and other onboarding actions for new joiners in advance of their joining dates
- Coordinate new joiner induction processes, ensuring all paperwork is produced, completed and actioned/filed correctly.
- Complete administration for probation periods, internal moves, role changes and leaver processes

- Provide support for benefits management, working closely with the other People Officer
- Provide support for development events, working closely with the other People Officer

Family leave:

- Support family leave requests such as maternity and paternity, and supporting employee throughout this period of change as needed
- Meet with Line Managers to advise on family leave arrangements, flexible working and other employee matters as required, escalating as needed to senior team members

HR system (Iris Cascade) and reports:

- Take responsible for system administration, system control and maintenance. Ensure the HR system is accurate and up to date at all times and in accordance with GDPR
- Produce management information and statistics as and when required both proactively and reactively
- Responsible for supporting any new development processes within the HR system such functionality and automation

Payroll/Finance:

- Track and collate all pay-related changes monthly under the supervision of the others in the team and liaising with Finance in line with submission deadlines
- Ensure the HR system is up to date with all payroll changes before submission deadlines
- Attend the monthly Payroll submission meetings as needed

Learning and Development:

- Support the administration for development activities, including updating the training calendar, monitor training on the HR system, liaising with training providers to organise the courses and managing the evaluation process. This will include working closely with the other People Officer
- Use the data in the HR system to inform future events

Reward and Benefits:

- Support the other People Office to carry out all relevant benefits administration in liaison with external provider and Finance and providing general advice to employees in relation to benefits
- Support the talent review process and annual salary review processes, answering queries, updating records and communicating with employees and payroll in an efficient and accurate manner. Ensure HR system is up to date to reflect all changes

People Project support:

- Provide administration support for all people projects and new employee engagement initiatives as required such as the implementation of the People Strategy

General:

- To cover other People Team members as appropriate
- Undertake training and personal development to meet business need as appropriate
- Undertake any other reasonable duties, commensurate with the level of the post

Key Results

1. People process target deadlines consistently met

2. People and payroll actions and documentation actioned in line with deadlines
3. Work is accurate with a high attention to detail demonstrated
4. HRIS (Iris Cascade) and People Team shared drive is accurate and up to date at all times
5. Excellent customer service and confidentiality maintained at all times
6. Effective support for people projects

Be aware of and follow The Royal Academy of Engineering policies and procedures, with particular attention to health and safety, equality diversity and inclusion and customer service excellence. Attend training as necessary to further develop knowledge and skill.

The Royal Academy of Engineering reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

Role Experience, Knowledge and Skills Profile

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • Previous HR administration experience within a busy, fast paced environment • Attention to detail and high quality of written and verbal communication • Strong work ethic with the ability to see a task through to completion • Track record of successfully working in a People Team in a hybrid environment • Experience of working with and meeting deadlines • Experience of working with employees at all levels 	<ul style="list-style-type: none"> • CIPD qualification at level 3 or above • Experience of minute taking
Knowledge	<ul style="list-style-type: none"> • Strong knowledge of Microsoft Office including MS Teams and Excel • Knowledge of HR Information systems • Broad knowledge of administration systems, procedures and processes • Knowledge of up-to-date UK employment legislation e.g. GDPR 	<ul style="list-style-type: none"> • Knowledge of Cascade HR
Skills	<ul style="list-style-type: none"> • Strong verbal and written communication skills with an ability and confidence to deal effectively with employees at all levels • Ability to prioritise effectively in order to meet deadlines and deliverables with minimum supervision • Able to adapt to changing priorities and be flexible to ensure the task is completed and high customer service is delivered • Excellent attention to detail and strong time management skills • Ability to manage sensitive information appropriately and confidentially in compliance with data protection at all times • Demonstration of sound judgement and understanding of proper escalation • A strong team player 	

Personal style and behaviour	<ul style="list-style-type: none"> • A high degree of confidentiality, trust and reliability • A self-starter with the willingness to take ownership of own and team duties and responsibilities who thinks through issues thoroughly before acting • The ability to recognise when escalation or additional support is needed • Pragmatism • Empathy and compassion • Commitment to quality, customer service, best practice and best value in all aspects of the Academy's operations • Commitment to equality and diversity • Commitment to own personal development and a 'growth mindset' • Positive attitude • Flexibility to respond to a range of different work situations • Calm, confident, articulate and professional approach to work • Personal commitment to our values, vision and objectives of the Academy
Other requirements	<ul style="list-style-type: none"> • A high degree of confidentiality, trust and reliability • Evidenced commitment to Equality, Diversity and Inclusion