

Job Title:	People Services Administrator	Division/Dept:	People Directorate		
Reports To Manager:	People Services Team Leader	Job Family:	Support & Professional		
Date:	August 2023	Band:	3		
Purpose: To be responsible for the People administration process and to support the People Directorate providing a professional, courteous, accurate and caring service to our internal and external customers.					
Responsibilities		Performance Measures			
<ul style="list-style-type: none"> To accurately produce the appropriate paperwork relating to all aspects of People administration, from the vacancy request through to the end of employment, in a timely manner To provide first line advice on employment/volunteer lifecycle queries such as holidays, maternity, career breaks, People systems, learning and development opportunities. To ensure that the HR database and Learning Management Systems are maintained and updated to ensure the integrity and accuracy of information To maintain People Pawtal, supporting document management and PDSA website pages relevant to the department To ensure compliance of PDSA policies and procedures To identify and contribute into ongoing process reviews to ensure that best practice is maintained To take an active role in administration related projects To complete general office/secretarial duties including filing, post, photocopying, printing, room bookings, travel and accommodation bookings etc. 		<ul style="list-style-type: none"> All employee and volunteer administration completed within the agreed SLA's Accuracy of work Timely correspondence with internal and external customers Knowledge of employee and volunteer lifecycle 			
		Dimensions		Organisational Skills & Values	
		Role-specific knowledge & skills		<ul style="list-style-type: none"> Head and Heart Better together Passion with purpose Planning and organising Commercial awareness 	
<ul style="list-style-type: none"> Direct Reports: N/A Indirect Reports: N/A Budget: N/A Internal Contacts: All employees/volunteers External Contacts: Training providers and external suppliers 		<p>Essential</p> <ul style="list-style-type: none"> Detailed knowledge of HR administrative processes Excellent verbal/written communication skills Strong administrative skills <p>Desirable</p> <ul style="list-style-type: none"> High standards and attention to detail Continuous improvement approach Organised, self-motivated, proactive and flexible approach Good IT skills are essential with experience of MS Office and HR systems along with the ability to produce management and statistical reports 			
Approved By: People Services Manager		Date: 08 August 8, 2023			