**Role Profile**

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| **Job title:** | People and Right to Work Assistant | | **Level/ Job Family:** | 1.2 / Team Contributor |
| **Reports to:** | Colleague Relations Specialist | | **Type of role:** | Fixed Term (6 months) |
| **About The Role** | | | | |
| The People Team at NHS Property Services (NHSPS) work hard to enable and support our people across the whole organisation. We support colleagues with many different aspects of working life including recruitment, onboarding, pay and compensation, colleague benefits, health and wellbeing, training, career development and talent management as well as culture and inclusion. The mission for the NHSPS People Shared Services Team is for our people to feel aligned to the business values and strategy. The successful candidate should be professional, passionate, committed and results focused. Join us and you will feel empowered to help grow an effective, happy, healthy, and high performing team. A team who truly support each other and love what they do. The People Shared Services Team go the extra mile to bring our values to life, and create solid relationships with people across our business, putting our customers at the heart of everything we do.  As a People Services Assistant with a specialist knowledge in right to work compliance you will be the first point of contact for line managers and colleagues by handling a range of right to work and other people related queries. You will be key in supporting a right to work audit and be required to manage your own caseload escalating as required to either the Right to Work Specialist or the People Services Lead. You will be expected to deliver a professional and accurate emails and telephone calls, updating right to work data in our HR systems ensuring accurate and relevant information is provided in line with company policy and procedures.  With support and guidance from the Right to Work Specialist, you will be expected to help with any in bound queries and general people administrative processes and procedures. The role will provide efficient and effective support to the wider people function, managers and colleagues across the business. | | | | |
| **Key Responsibilities** | | | | |
| * Be a point of contact in providing advice to line managers on all areas of right to work including application of right to work including guiding and coaching managers to help them understand the Home Office regulations and good working practices to support compliance. * Maintain accurate and comprehensive records of all support within the case management system including Employer checks with the Home Office and manage your own caseload within Service Level Agreements. * Be the first point of contact for managers and colleague people related queries efficiently redirecting queries to other internal functions and teams as required. * Laise with the Home Office premium team for further guidance on regulations and acceptable right to work documents. * Follow up and liaise with line managers where you are waiting for information such as share codes for colleagues on time limited leave to remain. * Take responsibility of incoming correspondence, log and ensure speedy delivery to appropriate stakeholders. * Provide policy advice such as absence management, maternity, paternity, annual leave etc. * Management of the new starter and leaver administration processes. * Generating offer letters and contracts of employment in accordance with policies and procedures. * Deal with reference requests and follow up on references required by the business in relation to new starters. * Liaise with managers and colleagues in a professional, approachable and results orientated manner. * Good skill of using excel and be comfortable with creating and maintain spreadsheets and completing bulk uploads of data. * Contribute towards a culture of continuous improvement within the team whilst striving towards an awareness of industry best practise at all times. * Act as an ambassador for best practice around right to work processes at all times and remain passionate about the subject matter. * To assist with general people related issues when required. * Maintenance and auditing of colleague personal files while ensuring you comply with colleague data guidance. * Accurate record keeping. | | | | |
| **Knowledge, Experience and Skills** | | | | |
| **Experience** | | **Behavioural Competency** | | |
| Essential   * Right work checking/audit experience * People Administration experience * Has worked in a People (HR) Shared Services environment previously.   Desirable   * Previous HR Systems experience and technical/specialised areas (e.g. iTrent/Colleague Self-Service, Manager Self-Service etc.) * Case Management experience | | * Motivate self and conscientious to complete tasks, projects to agreed standards and quality levels * Listen and respond to internal and external customers with empathy, courtesy and in a professional manner * Offer helpful and accurate advice and follow the defined process to resolve a problem * Deliver results by focusing on priorities, good planning and organising, great time management * Use initiative to move things forward in the absence of supervision * Take ownership for achieving own goals and managing own workload * Communicate confidently, clearly, concisely both written and verbal * Demonstrate sound interpersonal and relationship-building skills and thrive working as part of a team and committed to continuous improvement | | |
| **Skill** | | **Knowledge** | | |
| * Confident with IT - able to learn how to use different software platforms * The ability to work with high volumes of data or tasks * Has excel knowledge, using & maintaining and creating spreadsheets. * The ability to work to agreed Service Level Agreements (SLA’s) * The ability to always handle data confidentially * Able to think in an objective and analytical manner | | * Knowledge of the current Home Office requirements to ensure prevention of illegal working * Good understanding of employment laws * Good knowledge of HR policies, processes and safeguarding | | |
| **Qualification** | | **Other information** | | |
| Desirable   * HR CIPD Associate Level Qualification or working towards | | Hybrid working is available for this role and is currently set at 40% in the office and 60% working from home. This may change in the future subject to business needs | | |