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| Role Title | **People Business Partner Assistant** |
| Function & Dept. | People Team |
| Career Growth Pathway | TBC |
| Career Growth Pathway Descriptor | TBC |
| Team | People Experience Team |
| Reports to | People Experience Manager |
| Role Purpose | As a People Business Partner Assistant, you will play an important role in aligning our company values of family, passion, responsibility, customer first and agility with our people practices, to help make SCC a great place to work.  You will be a main point of contact for our colleague relation activities, providing guidance and support to managers and colleagues on a full range of activities (including policies and procedures, terms and conditions of employment, absence management), escalating more complex issues to our People Business Partners.  You will help drive a positive colleague experience with providing coaching to our managers, helping to create a positive experience for our colleagues, and ensuring the best support is given to our people. |
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| Key Responsibilities | |
| 1. | Work closely with the People Business Partners to support their business areas around colleague relation cases and assist with any change / project / strategic work, as and when required. |
| 2. | Act as a point of contact for colleague relations matters and other people topics, providing advice, guidance & coaching, and one-to-one training to managers and colleagues in the effective use of our People policies and procedures, ensuring that a customer first approach is always maintained. |
| 3. | Coach and support managers in the effective management of non-complex casework including consultations, investigations, disciplinary, grievance, absence, flexible working and performance matters from beginning to end, ensuring that they are well managed, recorded, tracked and meet the requirements of our policies, escalating more complex issues to the People Business Partners. In addition, also ensuring that all cases are actioned in a timely manner without any unreasonable delay.  *(Non-complex includes routine, straightforward, and relatively simple colleague related situations or cases requiring following standard procedures with limited, if any, strategic input).* |
| 4. | Be fully aware of and understand our people policies and procedures, ensuring you are fully competent to coach on them effectively. In addition, ensure HR and Employment Law knowledge is up to date and any advice given is always in line with law and best practice. |
| 5. | Support managers in the preparation of all casework letters, ensuring legal requirements are met. |
| 6. | Manage employee welfare matters, such as maternity leave, flexible working requests, occupational health referrals, and attendance. |
| 7. | Ensure all Colleague Relations matters are updated on the People Tracker in real time. |
| 8. | Deliver an efficient and quality service, and work to a continuous improvement model. |
| 9. | Support the wider People function in undertaking colleague engagement activities and processes. |
| 10. | Support and assist other team members as and when required with administration processes and tasks. |
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| Person Specification | |
| 1. | Highly organised with good attention to detail, analytical/problem solving skills and strong communication skills |
| 2. | Demonstrable experience of completing multiple tasks at any one time, whilst managing a number of non-complex cases |
| 3. | Fully conversant and up to date with all aspects of employment law and HR best practise |
| 4. | Ability to be flexible and show agility at all times, whilst balancing the fine act of stakeholder management at all times |
| 5. | Ability to manage own workload and work independently, managing conflicting deadlines and prioritising workload as necessary |
| 6. | Good knowledge of D365, with the ability to build and run reports for Business Partners as and when required |
| 8. | Experience of working in a fast-paced environment |
| 9. | Shows compassion, yest has a commercial way of thinking |

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| Key  Competencies |  | Level |
| 1. | Influencing & Negotiating |  |
| 2 | Communication skills |  |
| 3. | Planning & Organising |  |
| 4. | Data / Information collection and management |  |
| 5. | Continuous Improvement |  |
| 6. | Strategic thinking |  |

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| Value Behaviours |  |
| 1. | Responsibility |
| 2. | Passion |
| 3. | Customer First |
| 4. | Family |
| 5. | Agility |

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| Version | Date | Description | Approved by | Date |
| 1.0 | September 2023 | Original | HR | September 2023 |