

Golden Lane Housing
JOB SPECIFICATION TEMPLATE

Job title	People & Culture Project Officer
Responsible to	Organisational Development Business Partner
Responsible for	No direct reports
Purpose	To support the People & Culture team with all administrative tasks across a variety of functions including but not limited to, recruitment and onboarding of new recruits; managing employee records, supporting the payroll process and benefits, servicing meetings, administration of training sessions, supporting delivery of people projects and being the first point of contact for the team.
Location	Homebased with frequent travel to Manchester

Area of role and description	Performance expectations
Attraction, Recruitment & Onboarding <ul style="list-style-type: none"> Advertising agreed adverts in agreed media. Support the People and Payroll Business Partner in liaison with recruitment agencies Setting up new recruitment on the recruitment system. Collation of applications, co-ordinate the shortlisting of applicants with hiring manager, inviting to interview, set up calendar invites Co-ordinate with tenant involvement to arrange tenant selection panels Assist in the administration of new starter documentation, offer letters and contracts of employment. Co-ordinating the settling in process on the HR system for new starters. Provide any recruitment data requested by Head of People and Culture 	<ul style="list-style-type: none"> Adverts appear in the right places for the right timescales Applications are responded to in line with process Communication to all stakeholders is professional and in accordance with 'the GLH way' Hiring manager values the service provided Data is compiled on time
Completion of compliance tasks / training <ul style="list-style-type: none"> Supports the People and Payroll Business Partner in the administration of the compliance task / training process Support the Organisational Development Business Partner in all training activities, co-ordinating the training event. 	<ul style="list-style-type: none"> Write the centralised comms message about compliance tasks monthly Planning of training events to ensure all information is provided to colleagues. E-learning system is kept up to date and maintenance of records of

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<ul style="list-style-type: none"> • Support the administration of the e-learning system setting up new starters and ensuring compliance tasks are allocated to roles. 	<p>training completion certificates etc, to ensure audit readiness.</p> <ul style="list-style-type: none"> • Maintain the shared performance tracker in line with KPI's • Update the training compliance tracker and/or skills matrix to support accurate oversight.
<p>Project delivery</p> <ul style="list-style-type: none"> • Support the administration of any People and Culture projects at the request of the Organisational Development Business Partner. • Coordinate project delivery to assist with planning and successful execution. • Manage project documentation, organise meetings, take notes, and maintain project files. • Plan, develop and deliver clear and timely stakeholder engagement and communication. 	<ul style="list-style-type: none"> • Ensures people project tasks are completed on time and within scope. • Coordinate with team members, wider business colleagues, and suppliers to gather information and ensure project objectives are met. • Perform various tasks required for project success, including conducting research, and supporting the deployment of project output • Track project progress and compile data for performance reports. • Assist in gathering post project feedback to assess the impact of the People and Culture initiatives. • Works with the Organisational Development Business Partner in co-creating internal communications.
<p>Administrative support to the team</p> <ul style="list-style-type: none"> • Supports the management of the People inbox ensuring all queries including contractual terms, benefits and procedures managed. • Supports the onboarding process and ensures that the HR system is accurate and updated. • Supports the co-ordination and administration training sessions, including the welcome days for all new colleagues. • Ensure all employee records are maintained within GDPR retention guidelines. • Supports the monitoring of the sickness absence reporting process and shares the data with the Head of People and Culture 	<ul style="list-style-type: none"> • Deals effectively and efficiently with a variety of colleague queries • Employee files in SharePoint are kept up-to-date • HR systems are up to date. • On boarding system is administered and welcome day information is shared. • Intranet pages provide accurate information for colleagues including policies and procedures. • Delivers project support when required in an accurate and timely manner. • All training events and administrative tasks are delivered to the needs of the Organisational Development Business Partner.

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<ul style="list-style-type: none"> • Support the monthly payroll process when required by the People and Payroll Business Partner. • Update the People and Culture intranet pages as required • Build effective working relationships with our teams across GLH. • 	
<p>Other</p> <ul style="list-style-type: none"> • Be an Ambassador of the GLH Way modelling our behaviours, positivity and high performing culture. • Uphold our strong Health & Safety and Equality, Diversity and Inclusion culture • Follows our mutual expectations and colleague framework. 	<ul style="list-style-type: none"> • Role model our behaviours to live our values by and framework for colleagues. • Works with the colleague Group to deliver ED&I activities across the organisation.

Personal Specification

Essential

- Proven track record of strong administration skills, prioritising a demanding workload, and working effectively to deadlines.
- Experience of data collation
- Experience of dealing with confidential/sensitive information.
- Excellent organisational skills to support the coordination and delivery of projects and delivery of administration functions.
- Ability to work independently, accurately with excellent attention to detail.
- Excellent communication skills, both in writing and orally, with the ability to adapt style to suit audience
- Proficient user of MS Office packages and quick learner on other HR systems
- Excellent interpersonal skills and customer facing skills
- Team player, positive 'can do' attitude and prepared to support others
- Ability to use initiative to find solutions to problems.
- Flexibility and willingness to learn and on occasions work outside of normal working hours to meet deadlines
- Ability and willingness to travel with UK with occasional overnight stays