

LINCOLN COLLEGE GROUP

JOB DESCRIPTION

JOB TITLE & NUMBER

CS0755P: People Operations Assistant

SALARY

£25,317 - £25,995 per annum

GRADE

CSS Scale 3/4

HOURS

37.5

REPORTING TO

People Partner

DEPARTMENT

People Services

LOCATION

Lincoln

BE READY...

Job Purpose:

As a first point of contact for People Services, the role provides a high-quality, professional and customer-focused service to employees, managers and external contacts. The postholder provides comprehensive administrative and coordination support across People Services, with a particular focus on employee lifecycle processes, including probation and absence administration, alongside recruitment and resourcing, staff development, People systems and workforce information, payroll and employee reward, wellbeing and recognition through You Matter. The role ensures processes and records are administered accurately and efficiently, with queries or concerns escalated appropriately.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1) Supporting our Customers

- a) Provide a welcoming, confidential and professional reception service for staff, managers and external contacts.
- b) Respond to routine enquiries in person, by telephone and email, providing information in accordance with agreed People Services procedures and referring more complex or sensitive matters appropriately.

2) Supporting our Recruitment and Resourcing Team

- a) Provide administrative support throughout recruitment and selection, including:
 - i) Preparing and processing shortlisting documentation for hiring managers.
 - ii) Processing safer recruitment documentation, including Right to Work and DBS checks, in line with agreed procedures and relevant requirements.
 - iii) Maintaining accurate and up-to-date recruitment records.
- b) Coordinate interview arrangements, including:
 - i) Creating interview schedules and confirming arrangements with hiring managers, candidates and Reception.
 - ii) Rearranging and coordinating interview changes where required.
 - iii) Acting as the first point of contact for routine telephone and email enquiries regarding interview arrangements.
- c) Prepare weekly recruitment information and updates for internal circulation.
- d) Post vacancies on agreed internal channels, including Workvivo, ensuring information remains current.
- e) Support onboarding administration to ensure new starters receive timely information and a positive joining experience.

3) Supporting our People Partners

- a) Provide general administrative support to our People Partners, including preparing documentation, maintaining records and following up actions as required.
- b) Provide admin support for short-term absence by following up on outstanding return-to-work documentation to support timely completion of return-to-work meetings and associated records.
- c) Record, monitor and follow up employee fit notes, ensuring records remain accurate and up to date and that gaps, expiry dates or concerns are promptly followed up or escalated to the relevant People Partner where appropriate.
- d) Prepare and collate documentation for formal People processes, including disciplinary, capability and sickness absence hearings, as directed by a People Partner or the Head of People Services.
- e) Proactively coordinate and track the probationary review process in line with College policy, ensuring reviews are completed at 1, 2, 3 and 4 months, following up outstanding actions and

escalating concerns, delays or potential issues to the relevant People Partner at the earliest opportunity.

4) Supporting our Payroll Function

- a) Provide routine administrative support to payroll processes as required.

5) Supporting our Staff Development Function

- a) Provide administrative support for the organisation and coordination of staff development days, training activities and events.
- b) Maintain staff training records, particularly mandatory training, and support routine communications relating to development opportunities.

6) Supporting People Services Systems and Workforce Information

- a) Provide routine administrative support across People Services systems, including SelectHR and Access Expenses, maintaining organisational structures and employee information, including line management changes.
- b) Process and maintain changes to employee working patterns, ensuring records are updated accurately and promptly.
- c) Maintain workforce information within Workvivo and Stribe, including routine updates relating to starters, leavers, name changes and other employee changes.
- d) Run established workforce reports and provide routine workforce information as required, ensuring information is accurate and handled appropriately.

7) Supporting Employee Reward, Wellbeing and Recognition – You Matter

- a) Provide admin support to aid the ongoing development of the College's award-winning You Matter programme.
- b) Coordinate new arrival gifts for expectant parents.
- c) Process Long Service Awards, ensuring eligible staff receive their awards in a timely manner, a citation is received for each long service recipient and staff are invited to the relevant staff achievement event.
- d) Coordinate the monthly Spotlight Awards, including launching nominations on Workvivo, coordinating nominations with GLT, announcing winners and inviting them to the relevant staff achievement event.
- e) Coordinate staff achievement events for Spotlight Award winners and long-serving staff.
- f) Support delivery of the College's Sustainability Plan by acting as the People Services Sustainability Champion.

8) Supporting Financial and Clerical Administration

- a) Support People Services budget administration, including:
 - i) Raising purchase orders and receipting goods.
 - ii) Maintaining accurate records for the People Services and You Matter budgets.
- b) Undertake general clerical duties, including mail handling, filing, scanning and document management.
- c) Maintain appropriate stationery and office supplies for People Services.

9) Standards, Safeguarding and Compliance

- a) Demonstrate the College's CARE Code in all aspects of the role by working collaboratively and respectfully, contributing to a positive and inclusive community, taking ownership and accountability for tasks and commitments, and maintaining high standards of accuracy and service
- b) Work flexibly and collaboratively across People Services, supporting colleagues during periods of increased activity and participating in recruitment events and wider College activities, including enrolment, welcome days and exam invigilation.
- c) Uphold the College's Equality, Diversity and Inclusion commitments and work in an inclusive and non-discriminatory manner.
- d) Maintain high professional standards, confidentiality and integrity, undertaking appropriate professional development and keeping relevant knowledge up to date.

- e) Comply with Health and Safety requirements relevant to the role.
- f) Take responsibility for safeguarding and promoting the welfare of children and vulnerable adults in accordance with College safeguarding requirements and relevant statutory guidance.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

PERSON SPECIFICATION

	Knowledge	PSM
1	GCSE English and Mathematics at Grade C/4 or above, or equivalent.	A
2	Level 3 Apprenticeship in HR/Business Administration, or willingness to undertake an appropriate qualification.	A/I
3	Awareness of confidentiality and data protection requirements when handling personal and sensitive information.	A/I

	Skills/Abilities – Interpersonal	PSM
4	Good verbal and written communication skills, with the ability to provide a professional and helpful service.	A/I/T
5	Strong attention to detail with the ability to maintain accurate records and documentation.	A/I/T
6	Ability to proactively monitor actions and timescales, follow up outstanding information and escalate concerns appropriately.	A/I
7	Ability to use appropriate judgement, seeking clarification or support when required.	A/I/T

	Experience	PSM
8	Experience of providing administrative, clerical or customer service support in a work, education or similar setting.	A/I
9	Experience of using IT and digital systems effectively, including Microsoft Word, Excel and Outlook.	A/I/T
10	Experience of organising and prioritising a varied workload, managing competing demands and working to agreed deadlines.	A/I/T

	Work Related Circumstances	PSM
11	Ability to demonstrate the College's CARE Code by working respectfully and collaboratively, taking ownership and accountability, maintaining high standards of service, and working flexibly to support People Services and the wider College.	A/I/T
12	Commitment to equality, diversity and inclusion and to working in a fair and non-discriminatory manner.	A/I
13	Commitment to safeguarding and promoting the welfare of children and vulnerable adults.	A/I
14	Commitment to learning and continuing professional development.	A/I

Prepared By:	Kerri Robson – Acting Head of People Services
Date:	September 2026

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

