

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	People Services Clerical Assistant	Post Number:	CS0755P
Daily Supervision:	Recruitment and Resourcing Lead	Grade:	CSS Scale 2
Department:	People Services	Last Updated:	October 2024

Our Purpose:

To be an extraordinary employer-led organisation; producing a highly skilled and productive local workforce.

Our Mindset:



Job Purpose:

As the first point of contact to the People Services unit, this role is required to provide a first-class customer services experience for all employees, managers and external visitors. In addition, this role provides administrative support across the People Services team, including the Payroll, Recruitment and Staff Development functions.



PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To provide an efficient clerical support service to all functions of the People Services Unit including:
 - Supporting the Pay & Reward function with the administration of 'You Matter', the College's employee reward and benefits initiative, by ordering new arrival gifts for expectant parents within the organisation, ordering Long Service Awards and maintaining employee records on the Perkbox employee benefits platform.
 - Supporting the Recruitment function with the recruitment and onboarding of new staff, including administration of shortlisting and safer recruitment processes.
 - Supporting the Staff Development function with the maintenance of staff training records and administrative support on staff training days.
2. Provide dedicated support to the People Services Officers, as and when required, by:
 - Proactively following up on open short-term absences within the SelectHR system to ensure that staff have recorded their return to work in a timely manner.
 - Filing, recording and following up of fit note documents when employees are absent from work due to sickness.
 - Producing casework documentation for formal processes, such as disciplinary and sickness absence dismissal hearings.
3. To provide a welcoming and confidential reception service to staff, managers and visitors to the People Services Unit.
4. To deal with requests, incoming calls and enquiries and forward onto the relevant people within the team as appropriate.
5. To assist with administration in respect of the People Services budget including:
 - Raising purchase orders
 - Goods receipt invoices
 - Maintaining appropriate records
6. To ensure that manual and electronic records are maintained and up to date, and to input and retrieve information on computerised systems.
7. To undertake general clerical duties including the collection, distribution and posting of mail.
8. To work flexibly, covering tasks within the team (for example assisting with events such as internal/external recruitment events and training days) and across the college as required (for example, cross college events such as enrolment/welcome days).
9. To maintain adequate stationery stocks for the requirements of the People Services Unit.
10. To accept responsibility for the implementation of the college's Equal Opportunities policy throughout all personal contacts in the college and within this area of responsibility.
11. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
12. To maintain quality standards appropriate to the post.
13. To conform with the Health and Safety requirements relevant to the post.
14. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

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 or 4 or above	A/I

	Skills/Abilities – Interpersonal	PSM
2	The ability to work as part of a team	A/I
3	Good verbal and written communications skills	A/I/T
4	Good time management skills and prioritisation	A/I/T
5	A good eye for detail and for maintaining accuracy in all work	A/I/T

	Experience	PSM
6	Previous successful administration experience in a similar role	A/I
7	The ability to use appropriate judgement to seek and clarify detail where appropriate and escalate issues when necessary	A/I
8	Ability to manage and prioritise a varied workload and work to agreed deadlines.	A/I

	Work Related Circumstances	PSM
9	The ability and willingness to undertake appropriate staff development	A/I
10	The willingness to work flexibly – covering tasks within the People Services team and across the organisation	A/I

	Skills/Abilities - Other	PSM
11	To be able to effectively use IT, particularly MS Word and Excel	A/I/T
12	The ability to work confidentially, including an awareness of GDPR	A/I
13	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I
14	The ability to work in a non-discriminatory manner	A/I

Prepared By:	Kerri Robson – People Services Manager
Date:	October 2024

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