

Job Description

Job Title	People Support Apprentice
Location	Human Resource Department - Head Office - Leeds
Salary	£19,828.40 per annum
Hours	40 hours
Contract / Hours	Fixed-Term
Leave	22 days (plus public holidays) per annum
Report to	Head of People and Culture

Role Summary

Derwent Facilities Management are a UK based company with over 20 sites and we promote and provide first-class student accommodation in the UK, with thousands of students, including freshers, postgraduates and internationals, taking advantage of our services.

There is a new opening for a People Support Apprentice to join our People Team on a temporary position with the view to potentially becoming permanent.

This is an excellent opportunity for someone who is new to the role within Human Resources or progressing their career journey. You will have the opportunity to join a reputable company that can offer excellent development opportunities through the apprentice scheme. It is a small team therefore, it is essential that the successful candidate, can be reliable, trustworthy, work well on their own and be able to manage several different tasks.

You will also work closely alongside your Head Office colleagues, contributing to our people agenda. We are trialling a hybrid way of working. Therefore, the successful candidate can enjoy the flexibility of working in the office and working from home. Our Head Office is based in Leeds and we enjoy luxury offices within Thorpe Park where we have easy access to the Springs Shopping Centre.

Key Accountabilities

- Acting as the first point of contact for enquires to into the people team, providing efficient service in dealing with queries, including supporting payroll queries, where applicable.
- Competently managing the employee cycle; Administers new starters including employment contracts, contract changes and leavers on the HR System Cascade and ensuring they are set up within our Learning Management System (Places Academy).
- Supporting recruitment process of new starters including designing and administering job descriptions, supporting managers to advertise vacancies, producing of interview and selection packs to managers.
- Managing the HR inbox to ensure that queries are answered quickly and effectively.
- Managing sensitive data on a daily basis including, administrating data onto our Cascade system and HR records, including personal details and annual leave entitlements.
- Liaise with the Payroll Manager monthly regarding new starters, leavers and contract changes.
- Support and train colleagues, when required, around HR systems and processes.
- Produce management information data reports on a frequent basis to the Head of People and Culture and relevant stakeholders, as required.
- Provide data, as required, National Statistics Office requirements, Investors in People and amongst others.
- Contribute to the achievement of the people agenda by taking the lead and getting involved with people projects and initiatives.
- Support the Head Office Team with administration tasks, such as invoices, postage etc.

- Support the business with communication to engage all colleagues by supporting to maintain our intranet.
- Taking a proactive approach to enhance our people services to achieve service excellence.
- Support with administrating policies and procedures including the employee handbook.
- Provide benchmarking information and recommendations, as required.

The above outlines the main duties and responsibilities of the position, however, this cannot be comprehensive and other duties, as directed by the company and within the job holder's capabilities may be required. The duties will evolve and be modified by changes within the company.

HR Support Level 3 - Apprenticeship Course

You will be enrolled on to the above training course once employed. The duration of this is 18-24 months.

Health and Safety

- Comply with Derwent Facilities Management Health and Safety Standards and contribute towards meeting its health and safety responsibilities.
- Undertake all duties in compliance with the responsibilities and Safety Rules identified in the Health and Safety Policy.

Role Requirements

	Essential	Desirable
Experience	<ul style="list-style-type: none"> ▪ A good understanding of HR tasks and working in a confidential environment. ▪ Experience in the use of HR database. 	<ul style="list-style-type: none"> ▪ Substantial work experience of HR processing. ▪ Experience of using Cascade. ▪ Experience of working alongside HR.
Qualifications	<ul style="list-style-type: none"> ▪ Working towards CIPD 	<ul style="list-style-type: none"> ▪ CIPD qualified
Knowledge/ Aptitude	<ul style="list-style-type: none"> ▪ Knowledge of basic HR principles and employment law ▪ Strong administration skills ▪ IT literate, particularly in the use of Microsoft Office applications and other applications ▪ The ability to work in fast-paced environment and prioritise ▪ Highly responsible, reliable and trustworthy who has a strong work ethic 	<ul style="list-style-type: none"> ▪ Worked with Cascade software
Personal Effectiveness	<p>Approach to work</p> <ul style="list-style-type: none"> ▪ Must be a self-starter, able to work autonomously, but still work closely with colleagues and as part of the team. ▪ Must be highly organised, able to prioritise workloads effectively and work well in a busy, sometimes pressured environment. ▪ Must demonstrate a keen attention to detail and accuracy. ▪ Must be able to demonstrate problem solving skills and be able to deal effectively with any issues or problems which may arise. ▪ Take a critical approach to work practices and able to identify and suggest improvements. <p>Risk management</p> <ul style="list-style-type: none"> ▪ Ensure full compliance checks are completed on new starters including reference 	

	<p>checking, DBS, Rights to Work and SIA licences.</p> <ul style="list-style-type: none"> ▪ Ensure contract of employments are issued within statutory requirements. ▪ Providing excellent HR advice to managers and colleagues.
Person Specifications	
Customer Focus	<p>Service provision</p> <ul style="list-style-type: none"> ▪ Demonstrate excellent customer-service-focussed approach to undertaking duties and is able to effectively manage and maintain this whilst meeting necessary deadlines. ▪ Knowledge and understanding of HR processes and systems. ▪ Able to keep abreast of current thinking, changes to legislation, developments, and best practice as they relate to the role, incorporating these into service provision, as appropriate. ▪ Able to respond to strategic objectives and proven record of meeting set targets. ▪ Must be a motivated and professional individual, committed to the delivery of quality services. <p>Recording and monitoring</p> <ul style="list-style-type: none"> ▪ Demonstrate numerical reasoning skills, be comfortable working with a range of management information and be able to interpret and produce reports where required.
Interpersonal Skills	<p>Working with others</p> <ul style="list-style-type: none"> ▪ Strong team working capabilities and the ability to liaise and co-ordinate effectively with peers to achieve objectives. ▪ Demonstrate excellent interpersonal skills, in order to build key relationships with colleagues in other offices to facilitate data gathering. ▪ Demonstrate working knowledge of how to consult with the organisation and colleagues to manage changes in a timely manner. <p>Communication</p> <ul style="list-style-type: none"> ▪ Able to communicate appropriately and effectively in a wide variety of situations. ▪ Able to communicate well both orally and in writing. ▪ Confident at presenting information in a variety of situations and dealing with feedback and challenges. <p>Equality and diversity</p> <ul style="list-style-type: none"> ▪ Should demonstrate a commitment to the principles of equal opportunity and diversity and, in particular, the principles underlying the company's Equality and Diversity Policy.
Commitment to the Organisation	<p>Commitment to organisational goals</p> <ul style="list-style-type: none"> ▪ Should be able to demonstrate a strong commitment to the objectives and SPIRIT values of Derwent Facilities Management. <p>Embracing change</p> <ul style="list-style-type: none"> ▪ Open to and supportive of change and new ways of working. ▪ Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload as required.
<p><i>The post holder is expected to work within the policies and procedures of Derwent Facilities Management and be committed to its ethos and SPIRIT values. This will include promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.</i></p>	