



# People Operations Assistant Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

## **Want to chat about this role?**

If you want to chat about the role further, you can contact Will Watson, People Operations Manager, by emailing [william.watson@citizensadvice.org.uk](mailto:william.watson@citizensadvice.org.uk)

## Our values

**We're inventive.** We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

**We're generous.** We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

**We're responsible.** We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

## 3 things you should know about us

**1. We're local and we're national.** We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

**2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

**3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

# How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

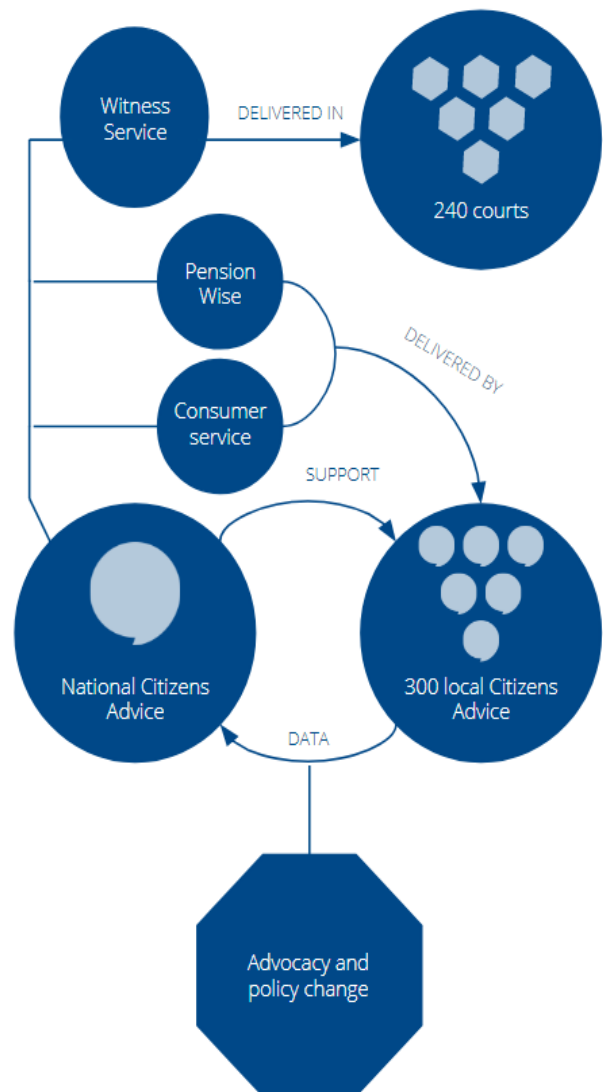
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





## The team

The role you're applying for is in the People directorate and in the People Operations team. People Operations is a multi-functional team comprising in-house payroll, recruitment, HR systems and transactional people services.

Here are 2 ways you can find out more about Citizens Advice:

1. [Citizens Advice - for everyone, for 80 years](#)
2. [Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice.](#)



## The role

In addition to 23,000 volunteers, Citizens Advice has 950 staff providing support services to the Local Citizens Advice network.

The People Team, based in London & Leeds, provide a comprehensive and professional consultancy and advice service to Citizens Advice managers and staff, which covers, business partnering services, recruitment and selection, HR administration and payroll, reward and employee relations.

The People Assistant is responsible for the delivery of a high quality HR, payroll and recruitment administration service. Working closely with People Business partners and managers to provide administrative support throughout the employee lifecycle.



# Role profile

<b>Grade:</b>	Officer - Lower	
<b>Reporting to:</b>	People Operations Manager	
<b>Proficient salary:</b>	£25,394 - £26,940 + London Allowance	
<b>Location:</b>	London	<b>Travel H/M/L: L</b>
<b>Team overview:</b>	<p>The People Team, based in London &amp; Leeds, provide a comprehensive and professional consultancy and advice service to Citizens Advice managers and staff, which covers, business partnering services, recruitment and selection, HR transactions and payroll, reward and employee relations.</p> <p>In addition to these core human resources functions, the team also plays a key role in the organisation's partnership with recognised trade union Unite. We are also committed to delivering our Equality Strategy and the development and maintenance of an inclusive working environment, particularly in respect of equal opportunities, diversity and dignity at work.</p>	
<b>Role purpose:</b>	<p>Providing support to the People team, managing a challenging and varied workload, using own initiative and with excellent time management skills. Delivering an effective and efficient HR service to Citizens Advice staff.</p>	
<b>Key accountabilities</b>	<b>Key elements/Tasks</b>	<b>% of Time</b>
<b>HR Administration support</b>	<ul style="list-style-type: none"> <li>• Maintaining electronic HR records, including electronic filing and data entry, ensuring attention to detail.</li> <li>• Responding to queries incoming to the People Team shared mailbox adhering to the team SLAs.</li> <li>• Preparing correspondence for employees using templates, accurately using information provided.</li> </ul>	<b>30%</b>

	<ul style="list-style-type: none"> <li>Actioning instructions from managers and People Team Business Partners</li> <li>Maintaining the People team information on the Citizens Advice intranet as per instructions from BPs and People Operations Manager.</li> <li>Contract preparation and the understanding that the contents of the contract underpin the employee life-cycle</li> </ul>	
<b>Payroll support</b>	<ul style="list-style-type: none"> <li>Preparing and sending forms and correspondence relating to payroll, for example P45, confirmation of Maternity leave</li> <li>Checking employee eligibility of statutory and contractual pay/leave and preparing the associated correspondence.</li> <li>Basic payroll calculations for starters, leavers and part-month payroll changes using predetermined formula</li> <li>Ad-hoc support required to meet stringent payroll deadlines</li> <li>Ability to interpret employee payslip information and use this to respond to queries</li> </ul>	<b>30%</b>
<b>Recruitment support</b>	<ul style="list-style-type: none"> <li>Assist with interview scheduling, communication with managers and candidates.</li> <li>Maintaining information on recruitment system and spreadsheet</li> <li>Preparing correspondence for candidates using templates, accurately using information provided.</li> <li>Publishing job adverts, following appropriate checks</li> </ul>	<b>30%</b>
<b>Other</b>	<ul style="list-style-type: none"> <li>Ensure that work undertaken reflects and supports the service's Equality and Diversity Strategy.</li> </ul>	<b>10%</b>

	<ul style="list-style-type: none"> <li>● Provide support, when required, to the People Services Team in respect of administrative activities</li> <li>● Undertake any other duties as may be reasonably required within the scope of the role.</li> </ul>	
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## Person specification

### Essential Criteria

1. Paid experience of working in a busy, customer facing human resources or recruitment function.
2. Experience of working to and meeting tight SLAs and using a ticketing system to respond to queries.
3. Experience of using both an ATS and a HRIS.
4. Confident and well-developed verbal and written communication skills and understanding how to engage different audiences.
5. A high level of numeracy and proven ability of applying this in a transactional HR setting, i.e. annual leave calculation, pro-rating salary and allowances.
6. A commitment to working to deadlines and to instruction, ensuring accuracy and collaborative working with team members.
7. Proven ability to use IT packages, including word processing, spreadsheets, presentation packages, email, maintain an electronic calendar and the ability to use or learn to use other packages as necessary.
8. A flexible, pragmatic and customer-focused approach; ability to identify sensitive issues and tailor responses accordingly.

### Desirable Criteria:

6. Experience of using SDWorx/Ceridian HRevolution HRIS or similar HRIS/HCM packages
7. Exposure to administration of a group stakeholder pension scheme.

8. Experience of using the Google suite of applications including Google Docs, Sheets, Forms, Gmail etc



# Terms and conditions

## 1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

## 2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

## 3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

## 4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

## 5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

## **6. SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

## **7. DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

## **8. EQUALITY AND DIVERSITY**

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

## **9. DIGNITY AT WORK**

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with,

all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

## **10. PROBATIONARY POLICY**

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

## **11. POLITICAL IMPARTIALITY**

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

## **13. LOCATION**

As advertised

## **14. EMPLOYMENT STATUS**

As advertised

## **15. FLEXIBILITY**

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

## **16. HOURS OF WORK**

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

**Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.**



## What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](#).



# Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here.](#)
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on our website.](#)
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here.](#)

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](#) to find out more.