

People and Culture Associate

Scope

Title	People and Culture Associate
Reporting to	People and Culture UK Business Partner
Direct reports	None
Financial scope	Payroll monthly sign off, No budgetary authority
Location	Rugby (UK)
Duration	Permanent
Grade	3

Key Accountabilities

- Provide a comprehensive and timely HR administrative support service to the UK People and Culture Team across the full-employee lifecycle.
- Acting as the first point of contact for HR and employee relations queries, providing accurate advice and guidance on HR policies, procedures and employment practices, resolving routine matters where appropriate and escalating more complex issues as required.
- Manage accurate recording and monitoring of data through the whole employee lifecycle, ensuring that all records are updated in a timely manner and ensuring compliance and archiving of data in accordance with GDPR requirements.
- Co-ordinate and administer all online HR information systems ensuring their smooth running and operation, and acting as a point of contact in troubleshooting/resolving systems issues for UK employees
- Provide effective recruitment administrative support to hiring managers, this includes: , updating job descriptions and ensuring all vacancies are appropriately advertised, signposting speculative CV's to the hiring manager, shortlisting suitable candidates and co-ordinating interviews with the department/unit coordinators with a focus on creating a positive candidate experience.
- Provide administrative support in engaging any UK contractors, working closely with department/unit coordinators.
- Responsible for the completion of all new starter processes, ensuring that any background checks are carried out, seeking references and ensuring DBS and right to work checks are completed. In addition to collating new starter data for UK and global offices for upload to Fin scan to enable compliance requirements to be met.
- To coordinate the onboarding and global induction process for new UK employees, including the carryout of first day delivery of the local induction programme.
- Responsible for all contract administration, including changes to hours, salary and contract renewals, ensuring these are actioned in a timely manner.
- To assist with visa applications and renewals for new and existing UK employee's, ensuring monitoring and review processes are followed in ensuring legal compliance. This may include liaising with external support services where employee sponsorship is required.

- Provide first-line HR advisory support to managers and employees on routine employee relations matters, including absence, performance, conduct, probation and policy-related queries, ensuring a consistent and legally compliant approach.
- To support the administration and coordination of employee relations matters, including disciplinary, grievance, absence management, investigations, restructures and consultation processes. This includes providing first-line advice and guidance to managers and employees on routine employee relations queries, supporting low-risk case management, preparing correspondence, note-taking, maintaining accurate records and escalating complex cases to the HR Business Partner where appropriate.
- To assist with the updating of HR policies, and to create and maintain HR webpages/SharePoint in ensuring that the content is up-to date and are compliant with legislation.
- Responsible for the accurate and timely processing of the monthly payroll, liaising with the outsourced payroll provider in resolving any payroll queries. This includes assisting with pension enquires from employees - liaising with payroll provider, Pension provider and Pension advice service."
- Liaise with global external payroll support services (employer on record), where necessary, for salary related processes for those based outside of the UK.
- Manage the staff leaver process e.g. leaver forms, informing IT/Facilities and responsibility for conducting exit interviews, escalating any issues as appropriate.
- To support the administration of ER issues, including disciplinary, grievances investigations, restructures, and any consultations as directed. This includes supporting with note taking and producing letters.
- Be responsible for the Triaging, monitoring and coordination of the global complaints procedure (Navex system), this will include, maintaining an accurate log of complaints, filtering and fielding complaints to the relevant areas and keeping the log updated with any agreed actions and following up to ensure an effective resolution of the complaint.
- To ensure that global people metrics are up-to-date and to submit the data for the UK office in a timely manner, preparing any standard management reports as directed. In addition to providing additional support to the wider People and Culture Team in our global offices in monitoring and ensuring policy compliance.
- Process all invoices and record expenditure on relevant budget records and obtain relevant approvals before passing them to finance.
- To support the organisation, on behalf of the UK P & C team, in all payroll, and audit related queries regarding P & C expenditure.
- Lease with external consultants and or P&C subscription services when required, in conjunction with the HR Business Partner/Global Head of P&C, to arrange support and or queries.
- Support with note taking and agendas for ad hoc P&C meetings where required, this may include team meetings, Gap and employee related meetings.
- To support the People and Culture Team in various ad hoc projects under direction and supervision.
- To undertake any other such tasks as may be determined by the UK Business Partner or

Global Head of People and Culture that are commensurate with the grade and general intent of the role.

Person Profile

To be successful in the role, the ideal candidate will be able to demonstrate:

ESSENTIAL EXPERIENCE & KNOWLEDGE

Technical and professional capabilities for success:

- Demonstrable HR and Payroll experience in a fast-paced environment
- Highly numerate, with advanced skills in spreadsheets
- Experience of handling confidential information and data with accuracy
- Excellent attention to detail and ability to keep accurate records
- Experience providing first-line HR advice and guidance to managers and employees on routine employee relations matters.
- Experience of managing the administration of recruitment
- Excellent interpersonal skills, able to relate professionally to others at all levels
- Good communication skills, both written and oral
- Excellent organisational skills
- Proven administration, multi-tasking, and prioritization skills
- IT literacy in Microsoft Office applications
- CIPD Level 3 Certificate in Human Resource Practice or equivalent experience.