

MTVH ROLE PROFILE



Date: 23/01/2023

Role Title (External)	People Assistant	Directorate	Corporate Services	Location	London / Midlands
Reports To	Head of People	Function / Team	People	Geographical Spread	National
Direct Reports	0	Budget Sign-Off Approval Level	Has no direct of quantifiable impact on budgets	Suitable for Agile Working Options	Yes ☒ No ☐
DBS Check Required	Yes ☐ No ☒ Yes for DBS check, which level is needed?			Driving Licence	Yes ☐ No ☒
				Insurance check required	Yes ☐ No ☒

NO DBS REQUIRED

Overall Responsibility

To work alongside managers and colleagues to provide operational HR input on a range of people management and workforce issues affecting the business, managing relationships, and enabling leaders to improve business performance through their people. This involves the delivery of HR transactional services (starters, contractual changes, leavers) and support to resourcing activity, employee engagement and wellbeing, employee relations management, organisational and job design, leadership and talent development, and colleague capability and skills.

To contribute to the development of a proactive, customer focused and efficient HR service at MTVH by developing relationships and collaborating with people managers, specialist HR, and Payroll colleagues in relation to all HR disciplines.

To support the delivery of change programmes and strategic initiatives that strengthen the MTVH culture, by promoting our values and behaviours into the way we deliver services and create the right environment to improve organisational performance.

To provide peer support to HR colleagues and facilitate an effective, easy, and seamless delivery of service to internal and external customers.

Key Responsibilities and Outcomes

- First point of contact for routine HR queries and guide people managers around all aspects of a colleague's relationship and engagement with MTVH across the employee life cycle (including but not limited to low level absence and probation cases in line with both policy and guidance)

MTVH ROLE PROFILE



Date: 23/01/2023

notes). Giving options for response that reflect HR policy and practice in the circumstances, escalating to other to the relevant contact in the People Team.

- Develop relationships and collaborate with people managers, specialist HR, and Payroll colleagues in relation to all HR disciplines, taking personal responsibility so that colleague 'actions' are delivered smoothly, and managers get the support and guidance they need to manage their people effectively.
- Deal promptly and professionally with colleague, manager, internal and external queries (including shared mailboxes), delivering guidance and solutions that provide customer value and make their colleague experience easier, smoother, and clearer (Keeping in line with the Service Level Agreements).
- Support on integrations and change programmes (i.e., restructures, TUPE transfers, etc), ensuring that people elements (including EDI) are executed smoothly and effectively, in line with MTVH policies and employment law.
- Apply and conduct the practical application of HR policies, procedures and have a robust establishment control (including the accuracy of HR ICT systems/records, right-to-work permissions, DBS) to effect good governance, manage risk to the business, and sustain and boost colleague engagement.
- Ensure at all times high levels of integrity by always maintaining confidentiality of MTVH and colleagues' confidential information and data.
- Manage day-to-day transactional HR activities in collaboration with HR colleagues, taking personal responsibility so that internal staffing changes, contractual changes, benefits, and leavers are processed in an accurate and timely way (including right-to-work/Visa and DBS checks/renewals and Exit Interviews) anticipating and responding to queries as they arise, and that HR ICT systems are accurate and current, and managed in accordance with data retention and protection policies.
- Produce and issue employment contracts, addendums/variations and associated documentation, processing correctly within agreed timescales to ensure a smooth and efficient colleague experience.
- Contribute to and produce datasets to measure and benchmark HR performance as required to support the improvement of performance across the business.
- Provide note taking support at formal HR meetings, such as and not limited to (investigations, consultations, hearings, and appeals).
- Support the HR team with any post, and in raising purchase orders, obtaining authorisation and processing invoices to enable timely payment of suppliers.
- Support HR project work by assisting on the research, organising, planning, and any other relevant tasks.
- Operate as an integral member of the HR team, keeping up to date with changes in employment legislation, case law updates, and best practice, and proactively discussing updates and recommendations with HR colleagues.
- Actively contribute to and promote high levels of employee engagement.
- Travel to different MTVH sites as required for implementation and overall stakeholder management.
- The duties listed are not exhaustive and may be varied from time to time as required by the needs of the business. As a result, the post holder will be expected to undertake other duties as appropriate and as required by their line manager.

Personal Competencies

Skills / Experience / Knowledge

MTVH ROLE PROFILE



Date: 23/01/2023

• Enthusiastic and engaged with the ethos and values of the organisation. • Able to work collaboratively at all levels up to senior leadership level, often at pace. • Possesses problem solving and analytical capability; able to understand customer value, manage ambiguity and seek clarification where necessary, identifying and working to remove pain points. • Strong attention to detail and the identification and mitigation of risks. • Able to apply/demonstrate the importance of employee confidentiality and data protection/GDPR principles in relation to HR e.g., systems, employee relations, Employee Privacy Notice and Job Applicant Privacy notice. • Empathetic and resilient, with the ability to have tough conversations where required. • Creative and solution-oriented, with the drive to make things better for the organisation and for colleagues and the agility to make it happen. • Able to adapt personal approach to suit the circumstances. • Adaptable and flexible, able to manage multiple and competing priorities and prioritise effectively.	• Educated to GCSE-level or equivalent professional experience/qualification. • Experience of working in a busy administrative/clerical or internal customer-facing role within a service-focused organisation. • Understanding of HR service provision and the employee lifecycle, and the impact that great HR service provision has within a business and on front line service delivery. • Experience of HR information systems and data management. • Good organisational skills with the ability to prioritise work and manage multiple, conflicting demands. • Well-developed communication skills with the ability to convey authority and integrity with colleagues and managers and external stakeholders. • Ability to coach and advise others. • Ability to partner with and influence a range of stakeholders. • IT literate – able to manipulate Microsoft Excel spreadsheet data, with a practical understanding of Microsoft Office 365 collaboration tools (Teams, OneDrive, etc).
• General Responsibilities	
• To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety, and compliance culture across the organisation. • Actively and effectively promote the organisation's corporate values of Care, Dare, Collaborate, role modelling appropriate behaviours and acting with the highest level of professionalism and integrity. • Play an active role in contributing to effective cross team working and provide cover for colleagues as required. • To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with MTVH's Data Protection Policy. • To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all. • To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity.	

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This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about “other requirements” can be found in the Guidelines for Completing Roles Profiles document.