Social Interest Group

Job Description & Person Specification

Job Title: Talent Acquisition and Generalist Bank Worker

Service: People and Culture

Reports to: People and Culture Manager, Head of Talent Acquisition or equivalent

Direct Reports: None

About The Role

The role of the Talent Acquisition and Generalist Bank Worker is key to supporting the delivery of professional and effective Talent Acquisition and generalist P&C strategies and activities within the organisation. It's key to helping develop a safe, inclusive culture which also ensures our legal obligations as an employer are met.

The Bank Worker will provide support with administering the employee lifecycle, from recruitment, onboarding, to employee experience and offboarding. They will support with systems support, and queries from internal and external stakeholders, ensuring processes run smoothly and that everyone receives consistent and professional experience throughout their employment journey.

About the Post Holder

The post holder will be detail oriented, organised, and proactive, with a high level of administrative skills and confidence in working with systems and multiple streams of information. They will be able to communicate clearly and professionally with colleagues at multiple levels, in a friendly and approachable manner. They will be able to learn new systems and processes with ease, and able to manage competing priorities and always maintain confidentiality.

The post holder will be a team player. They will be committed to providing excellent customer service, continuously open to learning new skills, and supporting improvements across the function.

Key Responsibilities

LIFECYCLE ADMINISTRATION SUPPORT

- Be a first point of contact for shared inbox enquiries, responding promptly and professionally to queries.
- Support with the system administration of the HR system and ATS.
- Provide clear guidance and signposting to policies, templates and processes.
- Carry out day-to-day administration of the full employee lifecycle.
- Maintain accurate and up-to-date employee records, ensuring all documentation and system entries are completed within agreed timeframes.
- Respond to all routine employee lifecycle queries from recruitment and onboarding to current employees to leavers, in a professional manner and escalate more complex matters to relevant individuals.
- Prepare employee lifecycle documentation in line with policy and approved templates, including but not limited to contracts, offer letters, onboarding materials, and exit packs.

RECRUITMENT COORDINATION

- Support with the oversight of the end-to-end recruitment and administration, supporting hiring managers with all aspects of their hiring needs.
- Support with ensuring the recruitment journey follows procedure and policy, liaising with candidates, hiring managers, and the wider team to ensure actions are performed in a timely manner.
- Support with creating a positive candidate journey.
- Support with the timely administration of candidates on the Applicant Tracking System.
- Be responsible for the maintenance and integrity of applicant information and be the first point of contact for all applicant and hiring manager enquiries, pass to relevant people and teams as required whilst always responding efficiently and effectively.
- Support with general Talent Acquisition projects as required.

PAYROLL SUPPORT

- Support with the preparation and submission of accurate payroll-relevant information in line with required timelines.
- Liaise with the payroll team to resolve routine queries and ensure information is correct and complete.
- Support with data inputting and checking for payroll to support with monthly submissions.

AUDIT, REPORTING AND GOVERNANCE

- Ensure all administration and record-keeping comply with organisational policies, legislation, and audit standards.

- Maintain compliance logs including but not limited to DBS, right to work, training logs, and other document tracking.
- Support internal and external audit preparation through accurate records and timely updates.

ADDITIONAL RESPONSIBILITIES

- Work collaboratively with the wider P&C team and support various other sub departments and processes in a generalist manner.
- Build and manage effective relationships across the organisation and uphold SIG's values, policies, and procedures.
- Make regular visits to our services and represent the wider people and culture team in the service.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Experience providing customer-focused support within an office or people-centred environment	Essential
Experience in handling sensitive or confidential information with professionalism	Essential
Experience in driving recruitment internally or in an agency setting	Desirable
Experience working within a People and Culture/HR environment	Desirable
Experience using HR, ATS and Learning systems	Desirable
Working knowledge and understanding of HR procedures and basic employment law practices	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook.	Essential
Excellent communication skills both written and oral including relationship building	Essential
Familiarity with general office systems and processes	Essential
Understanding of the importance of accurate record-keeping and data confidentiality	Essential
Attention to detail, quality and accuracy, with a high level of organisational skills	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Proactive nature, with the ability to problem solve and identify when to escalate matters	Essential
Knowledge of Equality, Diversity, and Inclusion, being able to represent best practice and share good working practices with others	Essential
Ability to create engaging job adverts which attract quality candidates	Desirable
Knowledge of the health and social care sector or similar environment	Desirable
Personal Characteristics	
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Ability to remain calm and organised in a busy environment	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism and support in an approachable manner	Essential
Alignment with SIG's core values and mission statement	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable