

Assistant - People Services

Department	Chief Operating Office	
Division	People Services	
Reports to	Consultant or Business Partner	
JE Ref	COO614.1	
Grade:	Linked CS05-CS06	Date: 16/08/2024

Job purpose

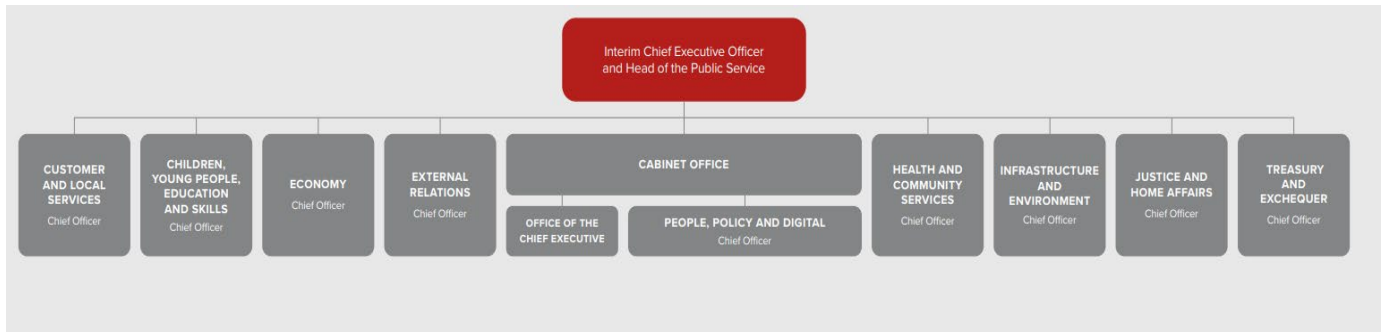
The Assistant role is a link grade of 5 and 6. Assistants who are newly appointed or who have very limited experience would be a Grade 5. Grade 6 Assistants would have a minimum of two years' experience in a) role relevant to the current post and be studying towards a qualification relevant to current job function or status or equivalent. To reach Grade 6, Assistants will need to demonstrate their skills and experience post qualification through a progression panel.

The role is to provide support on a range of tasks, assisting with specific projects / business as usual task management and research directed by the team manager. To provide and co-ordinate confidential, comprehensive administrative services. To also provide proactive support and technical expertise to the people function. Assistants work as part of a team to provide administrative or procedural support on people issues through working on a broad range of routine activities within well established procedures and under regular supervision. The range of tasks can be varied and will therefore require some understanding of office/work routines. Some planning and organising of own workload is required to ensure that workflow is maintained. The nature of planning and organising at this level is essentially about timing and sequencing of assigned tasks i.e. working out the most effective way in which to carry out tasks to make sure the deadline is met.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure



Budgetary Responsibility

Assistants do not have any budget responsibility

Assistants do not have line management responsibility

Job specific outcomes

1. Provide a comprehensive and confidential administrative service, which may include management of diaries, mailboxes and correspondence. Receive and respond to enquiries from/to customers to provide a timely, courteous and effective service to others.
2. Compiling agendas, papers and minutes for meetings, which can sometimes be of a technical nature, including union meetings,
3. Provide support on a range of tasks, assisting with specific projects / business as usual task management through benchmarking, job market / employment relations research, investigations into corporate processes and organisational history.
4. Responsibility of processing of invoices for payments using JD Edwards Connect Ariba. Providing monthly finance updated for budgeting / forecasting. Make routine arrangements and bookings in accordance with clear instructions, involving the reparation and organisation of straightforward information.
5. Prepare documentation/information following standard format/templates or running straight forward reports. Collate, compare and rationalise information relating to employee policies and practices from various sources to inform the design, development and implementation of new structures / policies and strategies.
6. Produce written documents and presentations (though the use of PowerPoint / Word / Excel) such as reports, policy proposals / recommendations and discussion papers for dissemination in a suitable format for presentation to a wide variety of audiences, including departmental management, trade unions, project boards, the States Employment Board.

7. Efficiently record both qualitative and quantitative information to a high degree of accuracy, using Microsoft Office applications (Excel / Word) and conduct analyses (using advanced Excel functions and / or content analysis) on the findings to establish meaning and identify trends. Research, develop and amend policies and procedural HR documents. Coordinate their review with other key stakeholders and administer the appropriate level of circulation.
8. Work collaboratively with other members of the Team by assisting with other ad hoc projects and at times of exceptional pressure / workload. Ensure that all administrative processes and procedures are appropriate for purpose (i.e. document version control, computerised filing), well documented and consistently applied.
9. Enhance the synergy between the various teams, through collaborative and co-operative working.
10. Some planning and organisation of workload is required to ensure delegated workflow is maintained, however the nature of planning is essentially about timing and sequencing of assigned tasks.

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Either ability to demonstrate the competency required to undertake the duties associated with this level of post gained though working in a similar role or a pass in English and Maths GCSEs or equivalent and some experience of working in a similar role	
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	Working knowledge or relevant systems, equipment, processes and procedures including standard software packages, with limited use of non-standard software Understanding of relevant health and safety policies and procedures relative to the role, and the quality outputs and standards required	
Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language</i>	Familiarity with own work priorities and procedures relative to the role	

<p><i>fluency, vehicle license etc.</i></p>		
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Competent numeracy and literacy skills</p> <p>Competent written and/or oral communication skills</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Some experience of working in a similar role</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 6 core accountabilities attributes and behaviour indicators.