



Post Title	People Services Advisor
School / Organisation	Avanti Services Ltd
Location	Harrow
Grade	Grade 7, £33,420 - £35,641 per annum
Hours	Full-time
Contract Type	Permanent
	Year-round
Reports to	Shared Services Manager
Preferred Start Date	As soon as possible

MAIN PURPOSES OF THE JOB

The People Services Advisor role will play a key role in establishing our new Shared Services team within People Services (PS) to deliver a high-quality business partnering service to your schools/areas.

Reporting to the Shared Services Manager this role supports the development of the PS information system, self-service provision, advice and support to colleagues, in line with our new PS model, putting employee experience at the heart of what we do.

The People Services Advisor will embrace a one-team ethos across the People Services team, continually supporting team development and challenging the status quo to ensure a consistent, value-adding PS provision to Trust-wide colleagues including Leadership.

At Avanti we take a value-based, empathetic, pragmatic and, above all, a 'human' approach to people management and this role has a key role in ensuring all Trust colleagues are able to access the people services they need in a timely and effective way.

RESPONSIBILITIES OF THE JOB

Shared Services Operational Administration & Advisory

- Undertake appropriate PS administrative processes, which include contract variations and leavers actions, ensuring all actions are taken within payroll deadlines.
- Work with other members of the Shared Services team to ensure standardisation and improvement within Shared Services.
- Provide administrative support and advice to employees and management, escalating issues and matters to the appropriate Assistant Business Partner where required. This may include signposting colleagues to where they can find guidance, policies or further information, or clarifying low-level queries relating to matters of policy position.
- Contribute to PS policy and procedure development to allow the Trust to adopt best practice and put the employee at the heart of our services.
- As required, feed into any project work relevant to the activities of the Shared Services Centre, in collaboration with other PS colleagues and/or Trust stakeholders.
- Feed into the planning, prioritisation and implementation of service delivery and improvements including PS compliance areas which include DBS/ Right to work and other HR legislative requirements, supporting Talent Acquisition and the Partnering team as required.
- Feed into developing new methods, ways of working and customer service within the Shared Services team.

People Services Information System

- Undertake accurate and effective management of the PS Information System working with other PS team members to continually look for ways we can improve functionality and meet user needs.



- Support decision-making and prioritisation of system and process change requirements and adopt new ways of working. Feeding into the development of supporting materials for employees where appropriate to do so.
- Work with the team to ensure accuracy and quality of data input to ensure high-quality employee records are kept.
- Produce accurate and meaningful management information, analysing data that provides insight as required.
- Liaise with Finance and other stakeholders as required to undertake system actions, ensuring timely communication of information as required.
- Feed into effective monitoring and reporting of performance in conjunction with the Shared Services Manager.

Payroll

- Undertake accurate and timely payroll entry for the Trust, liaising with other PS colleagues for auditing, QA and querying purposes as required.
- Support liaising with third-party suppliers as required to resolve issues.
- Support liaising with Finance and other stakeholders on payroll communication, reconciliation activities and other activities as required to ensure the Trust can meet the obligations set out in our financial controls.

One People Services Team Contributions

- Work collaboratively with other Shared Services colleagues, sharing learnings, findings and approaches to ensure consistency and to support mutual development and progression.
- Work collaboratively with Assistant People Business Partners, Talent Acquisition Advisors and Talent Acquisition Assistant, ensuring smooth handovers of employee issues and working together to resolve issues.
- Be a core part of the PS function, playing an active role in identification of ways we can improve our services, knowing that your voice will be listened to and being proud to have your say in the way we do things and the direction we take as a function.
- Maintain up-to-date awareness of best practice in People Services, changes in employment legislation affecting MATs and plan and share your learnings with the wider team
- Embrace a one-team ethos across the People Services team, continually supporting team development and challenging the status quo to ensure a consistent, value-adding PS provision to leaders and colleagues.
- Keep abreast of DfE and OFSTED requirements.

PERSON SPECIFICATION

Criteria		Requirement	
		Essential	Desirable
1.	Demonstratable experience working with a high-volume outsourced payroll, ideally within the education sector or similar, including verifying changes, checking calculations (e.g. sick pay, maternity pay), and resolving queries.	X	
2.	Experience in interpreting and applying HR policies, and pay and conditions of service, including signposting, guidance and dealing with queries.	X	
3.	Excellent interpersonal and stakeholder management skills, with the ability to develop positive and effective working relationships with a range of colleagues, candidates and external stakeholders.	X	
4.	Experience in developing and maintaining administrative systems and procedures.	X	
5.	Excellent customer care skills and the ability to always represent the Trust in a positive way.	X	
6.	Ability to produce work to a high standard, with excellent accuracy and attention to detail.	X	



7.	Experience working with People Services/HR Information systems and MS Office, with excellent knowledge of Excel.	X	
8.	Excellent ability to communicate clearly and concisely both verbally and in writing with managers and staff at all levels of the organisation.	X	
9.	Ability to plan and manage their own time effectively and work prioritising tasks in a time-efficient manner to meet deadlines.	X	
10.	Commitment to the safeguarding and welfare of all students.	X	

FURTHER INFORMATION

Due to the nature of this role, it will be necessary for the appropriate level of criminal record disclosure to be undertaken. In making your application, it is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and, if so, for which offences. This post will be exempt from the provisions of Section 4 (2) of the Rehabilitation of Offenders Act 1974. Therefore, applicants are not entitled to withhold information about convictions which for other purposes are 'spent' under the provision of the Act, and, in the event of the employment being taken up; any failure to disclose such convictions will result in dismissal or disciplinary action. The fact that a pending charge, conviction, bind-over or caution has been recorded against you will not necessarily debar you from consideration for this appointment.

For further information - <https://avanti.org.uk/wp-content/uploads/2023/08/Child-Protection-and-Safeguarding-Policy.Summer-23.pdf>