



Northern Arch

LEARNING PARTNERSHIP

JOB DESCRIPTION

Job Title: People Support Assistant

Responsible to: Head of People

Salary: NJC Band 5 (SCP 7-8)

Working Pattern: 37 hours per week, 52 weeks per year

Job Purpose: Providing a high standard of administrative support to the People Team. In particular, the post requires high levels of administrative efficiency and organisational expertise, the ability to communicate effectively and sensitively with a wide range of people and the ability to be responsive to a diverse workload.

To actively promote high-quality service delivery and contribute to the continuous improvement of the People Team and Trust.

1. To undertake recruitment administration, including placing advertisements through the Trust's recruitment system, preparing recruitment materials, producing shortlisting documentation, arranging interviews and issuing associated correspondence and documentation.
2. To assist with the undertaking of pre-employment checks, ensuring they are completed and accurately recorded in accordance with Keeping Children Safe in Education, statutory safeguarding requirements and Trust procedures.
3. To prepare and issue appointment documentation and payroll forms for new starters, ensuring all paperwork is completed within required timescales.
4. To maintain accurate and up-to-date sickness absence records on HR systems and employee records.
5. To ensure medical certificates and other absence-related documentation are received, recorded and filed appropriately.
6. To assist with the preparation and issue of Statements of Particulars, contract variation letters and associated employment documentation in accordance with statutory and Trust requirements.
7. To support the onboarding process for new starters, ensuring all required documentation and administration is completed.
8. To ensure accurate and timely input into the payroll system, responding to payroll queries
9. To record unpaid leave and other approved absence information on the HR system.
10. To check, record and process monthly timesheets in accordance with payroll deadlines.

11. To support the maintenance and accuracy of Single Central Records across the Trust, ensuring safeguarding, recruitment and vetting information is recorded in accordance with statutory requirements.
12. To assist with statutory data returns such as the School Workforce Census.
13. To ensure electronic and paper-based employee records are accurately maintained and updated.
14. To respond to enquiries by telephone, email and in person in a timely manner.
15. To support formal meetings as a note taker when required.
16. To liaise with the IT Team and other relevant departments to ensure equipment, access and systems are in place for new starters.
17. To provide general administrative support to the People Team, including document preparation, filing, record management and meeting administration.
18. To maintain confidentiality and process personal and special category data in accordance with UK GDPR, Data Protection legislation and Trust policies.

General duties

19. Take responsibility for personal professional development, including identifying and participating in relevant training and development opportunities.
20. Work in accordance with all Trust policies and procedures and ensure awareness of individual responsibilities and obligations under these.
21. Behave in accordance with the Trust's Code of Conduct and ensure awareness of responsibilities relating to conflicts of interest, gifts, hospitality and related matters.
22. To comply with health and safety policies, organisational statements and procedures, report any incidents/accidents/hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
23. You are required to safeguard and promote the welfare of children/students for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.
24. This post is deemed to be a customer facing role in line with the Code of Practice on the English language requirement for public sector workers.
25. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment, the employee will be subject to rechecking as required from time to time by the Trust.
26. Any other duties of a similar nature related to this post that may be required from time-to-time.

Reviewed September 2026



Northern Arch

LEARNING PARTNERSHIP

PERSON SPECIFICATION PEOPLE SUPPORT ASSISTANT

Key

- AF** Application form including personal statement
S Selection Process including interview
R Employment References
C Certificates
D Enhanced Disclosure and Barring Services Criminal Check

	Criteria	Essential/ Desirable	Stage Identified
	Qualifications & Education		
1	GCSE English and Mathematics grade A*-C or equivalent	E	AF,C
2	Relevant Level 3 qualification in Business Administration or relevant discipline	E	AF,C
3	Level 3 CIPD or HR related qualification or willingness to work towards	D	AF,C
	Experience & Knowledge		
4	Experience of providing administrative support within a busy office environment	E	AF,R,S
5	Experience of supporting recruitment or onboarding processes	D	AF,R,S
6	Experience of dealing with telephone, email and face to face enquires	E	AF,R,S
7	Knowledge of Data protection requirements and confidentiality principles	E	AF,R,S
8	Experience of maintaining accurate electronic records and databases	E	AF,R,S
9	Experience of HR administration, payroll administration or employee record management	D	AF,R,S
10	Experience of working within an education setting	D	AF,R,S
11	Knowledge of safeguarding and safer recruitment requirements	D	AF,R,S
12	Knowledge of terms and conditions of employment within a school or academy environment	D	AF,R,S
	Skills		

	Criteria	Essential/ Desirable	Stage Identified
13	Excellent organisational skills with the ability to prioritise workloads and meet deadlines	E	R,S
14	Ability to manage conflicting demands and work accurately under pressure	E	R,S
15	Ability to maintain accurate and confidential records	E	R,S
16	Strong IT skills, including Microsoft Word, Excel, Outlook and database systems	E	R,S
17	Ability to communicate effectively, both verbally and in writing, with a range of stakeholders	E	R,S
18	Ability to work independently and use initiative appropriately	E	R,S
19	Ability to work collaboratively as part of a team	E	R,S
20	Ability to produce accurate reports and information from HR systems	D	R,S
	Personal Attributes		
21	Willingness to participate in training and professional development	E	R,S
22	Flexible and adaptable approach to work	E	R,S
23	Ability to travel between Trust sites where required	E	AF
	Special Requirements		
24	Commitment to safeguarding and promoting the welfare of children and young people	E	S
25	Ability to form and maintain appropriate relationships and personal boundaries with children and young people	E	S,D
26	Suitability to work with children and young people	E	D
27	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	S

Employment references will be requested prior to the selection process and any issues arising from these will be discussed at interview. All appointments to satisfactory references.

September 2026