

Role Profile

Role	People Assistant	Location	Home-based, UK, nationwide. Occasional travel will be required as part of this role (including team meetings or other work-related meetings usually held in the Midlands area).
Accountable for	N/a	Accountable to	People Advisor
Core Anchor Level	Deliver	Travel	National, as required
DBS check	Not required	Salary Grade	circa £26,800 per annum (inner London weighting £3,950 per annum or outer London weighting £2,457 per annum may be applied in accordance with where you live) Grade C
Contract Type	Fixed term – 12 months (maternity cover)	Hours	35 hours per week

Overall purpose and impact

To provide high-quality administrative support that ensures effective implementation of people policies and practices aligned with our People Strategy and People Value Proposition. This role plays a key part in fostering a positive, compliant, and supportive working environment where staff and volunteers can thrive.

The role will:

- Support the consistent and efficient delivery of people-related administration that reflects and reinforces our organisational culture.
- Offer reliable and compliant administrative support and guidance in line with best practice and employment legislation.
- Help ensure smooth operational delivery of people policies and practices across the organisation.
- Contribute to personal and team development to continually enhance service delivery.

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Responsibilities	Measured through delivery of
Monitor all People Practices inboxes, acting as first point of contact for all queries, and either responding directly or forwarding to the appropriate colleague as necessary.	Team charter; Annual objectives; Competency Framework
Build and maintain trusted relationships across the organisation to actively support teams in understanding and applying People Practices processes effectively.	Team charter; Annual objectives; Competency Framework
Provide accurate and trusted administrative guidance across all stages of the employee lifecycle, ensuring alignment with Stroke Association policies and recommending improvements where appropriate.	Team charter; Annual objectives; Competency Framework
Support Managers throughout the recruitment process of new employees, ensuring roles are appropriately advertised and all new starter checks have been completed.	Team charter; Annual objectives; Competency Framework
Keep up-to-date with Stroke Association people policies, practices, and HR systems to ensure accurate and compliant use in line with internal processes and regulations in relation to the people life cycle.	Team charter; Directorate charter; Annual objectives; Competency Framework
Maintain accurate and up to date employee files, records and documentation in line with organisation policies	Team charter; Annual objectives; Competency Framework
Communicate effectively, both verbally and in writing, with all internal and external stakeholders, in line with company policies and procedures.	Team charter; Annual objectives; Competency Framework
Update and maintain People Practices templates and information on the intranet, website, and other relevant platforms for use by all of our people.	Team charter; Annual objectives; Competency Framework
Arrange and conduct exit interviews to gather feedback and collate information for the wider organisation.	Team charter; Annual objectives; Competency Framework

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Process all People Practices and recruitment related expenses to ensure timely payment of external invoices.	Team charter; Annual objectives; Competency Framework
Provide support on ad-hoc People Practice projects as required, collaborating with other members of the People Team.	Team charter; Annual objectives; Competency Framework
Carry out any other duties relevant to the role's purpose and level of responsibility, including providing cover for the People Advisor when needed.	Annual objectives; Competency Framework
Take responsibility for developing your own skills and actively contribute to the learning and development of the wider People Practices team, where appropriate.	Annual objectives; Competency Framework
Demonstrate the organisation's values, behaviours, and ways of working in all interactions within the People Directorate and across the wider organisation.	Competency Framework

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Person Specification – below is listed all of the essential criteria for the role

1. CIPD Level 3 qualification (or working towards it) or equivalent HR experience.
2. Experience of delivering excellent customer service in a busy administrative environment
3. Proven experience providing accurate and timely HR administration support to a busy team in a fast-paced environment
4. Skilled in creating a variety of documents, including letters, reports and presentation materials.
5. Able to handle sensitive information with diplomacy, discretion and maintain confidentiality.
6. Confident at using Microsoft Office packages and databases and HR systems with intermediate IT skills and the ability to maintain accurate records
7. Ability to learn and confidently apply new processes, systems and ways of working .
8. Strong written and verbal communication skills, with the ability to provide clear, professional and helpful information to both internal and external stakeholders at all levels.
9. Ability to build effective working relationships with people at all levels, both internally and externally.
10. Strong attention to detail.
11. Ability to organise, prioritise and manage own workload effectively to meet deadlines.
12. Proactive, professional and solutions-focused approach to work with the ability to use initiative and seek support when needed.
13. Strong interpersonal skills, with the ability to work collaboratively and provide a positive, customer-focused service.
14. Flexible in working arrangements and prepared to travel if required.
15. Awareness of diversity, equity and inclusion principles, with a commitment to applying these in day-to-day work.