

It starts with community

The National Lottery Community Fund
Role Profile



People Administrator

Directorate: People & Culture
Department: People Team
Role/Competency level: Level 2
Reports to: People Helpdesk Manager



Role Profile: People Administrator

Role purpose

As a People Administrator you'll have accountability for delivering high quality administration services to a portfolio of Directorates across our business. You'll bring a good knowledge and awareness of People policies, procedures and relevant legislation (e.g. GDPR regulations) to the role, and work to ensure the People Team and wider business are consistently compliant in adhering to our policies, alongside ensuring we meet the required SLAs.

As the first point of contact for any People-related queries from all colleagues across the Fund, you'll be the face of the People Team and as such will be able to demonstrate a passion for excellent customer service, attention to detail and a proactive and positive approach across all tasks. You'll build strong relationships with the relevant People Advisor and People Business Partner, providing them with proactive support, and relevant data and insights from your work, to promote a culture of continuous improvement within the People Team. You'll also accompany People colleagues to regional or local Fund meetings across the UK when required, in order for you to build credibility and trust, and forge strong relationships with our wider Fund colleagues.

Day to day you'll support the Fund and People Team across a broad spectrum of People activities including (but not limited to): providing advice and guidance in Employee Relations case work, including minuting meetings and providing general administration support; managing end to end Recruitment campaigns for the Fund, providing guidance on advertising and shortlisting and by arranging and supporting interviews where appropriate; you'll have accountability for the new starter onboarding process, ensuring all new starter checks are processed and recorded, including any reasonable adjustments required, and liaising with Payroll when needed; in addition you'll be responsible for all family-friendly policy guidance and associated administration, and take accountability for our leaver process in ensuring the required documentation is returned by the business and processed for Payroll in a timely manner, whilst leading on the exit interview and feedback process. You will also support with Directorate projects and priorities as required.

The People Administrator is a pivotal role within our People Team and plays an integral part in upskilling all managers and colleagues within the Fund on People policies and processes. To deliver the high standards required, we're looking for a credible expert with demonstrable attention to detail who is highly organised and has excellent communication skills. Comfortable using your own initiative, you'll be conscientious and able to work at a fast pace whilst prioritising workload and competing demands.



Role Profile: People Administrator

Key responsibilities

- First point of contact for HR queries
- Process and record colleague information and requests
- Provide HR and recruitment support and guidance
- Onboard new colleagues
- Meeting support, including organisation and minute taking
- People Team project support
- If the role is based in Wales, or supports customers or colleagues in Wales, an understanding of Welsh language legislation and the Welsh Language Standards of the Fund is required.



Role Profile: People Administrator

Knowledge, skills and experience

- Passionate in delivering excellent customer service
- Proactive decision-making and problem-solving skills
- Autonomy in completing tasks and delivering these on time and to a high standard
- Collaboration, recognising the importance and value in building and maintaining internal networks within the People Team and wider Fund
- Ability to identify improvements in process and ways of working
- Experience of providing accurate advice and guidance in line with policy and legislation
- Effective verbal and written communication skills, confident communicating at all levels across the Fund
- Ability to manage own time effectively and meet deadlines
- Strong administration experience, highly organised and good attention to detail



Role Profile: **People Administrator**

Role competencies: Level 2

- **Strategic direction**
Understands strategic priorities and seeks to align own actions with team, directorate, and organisational goals.
- **Leading our culture**
Contributes to an inclusive working environment where all opinions and challenges are listened to, and all individual needs including own wellbeing are considered.
- **Working together**
Considers team as well as individual success and adjusts working style and practices to achieve results.
- **Delivering quality results**
Knows what is expected and regularly checks performance against objectives, making suggestions for improvement or taking corrective action where necessary.
- **Diligence and control**
Follows relevant policies, procedures and regulations and acts to prevent problems by identifying and reporting issues and contributing to solutions.
- **Developing self and other**
Takes responsibility for own development, completing and maintaining a Personal Development Plan. Seeks learning opportunities and feedback.

Our Values



We are inclusive

We know that communities and organisations are stronger when everyone can participate and work to increase inclusion.



We are ambitious

We believe in the power of community and connection and are ambitious for its potential. We support people and communities to shape the future and lead change.



We are impact focused

We are inspired by communities and learn with them. We listen, reflect and use evidence to improve knowledge, inform action and increase impact.



We are adaptable

We welcome and embrace new ideas and ways of working.



We are compassionate

We work with care consideration and humility.