

People & Organisational Development Assistant

Job Outline

Purpose

The People & Organisational Development Assistant provides comprehensive, high-quality administrative, systems and operational support across the People & OD function. The role underpins delivery of People Services, Talent & Engagement and Learning & Organisational Development activity, ensuring accurate processing, robust record-keeping and reliable workforce data.

The postholder plays a critical role in maintaining the integrity, effective operation and governance of Ark's HR and learning systems, supporting compliance with employment law, safer recruitment requirements and regulatory standards. Working as part of the People & Organisational Development team, the role enables People Partners, the Talent & Engagement Partner and the L&D Lead to deliver efficient, compliant and data-informed People activity.

Responsibilities

Fact Finding & Analysis

- Maintain accurate, timely and complete employee records within Ark's HR system, ensuring data integrity, audit readiness and compliance with data protection requirements.
- Support employee relations activity by providing administrative support under the direction of the People Partner, including scheduling meetings, preparing documentation, maintaining accurate case records and ensuring confidentiality at all times.
- Process employee lifecycle activity including starters, leavers, changes to terms and conditions, absence, pay-related changes and contract variations in line with agreed procedures.
- Support the preparation, validation and collation of people data, dashboards and reports across People Services, Talent & Engagement and Learning & Organisational Development functions, ensuring accuracy, completeness and timely availability of information.
- Support safer recruitment activity, including vacancy administration, pre-employment checks, Right to Work verification and maintenance of recruitment records.
- Manage and maintain compliance with Right to Work and visa requirements, including conducting checks, monitoring visa conditions and expiry dates, maintaining accurate records, and escalating any risks or non-compliance.
- Maintain Learning Management System (LMS) records, including training attendance, SVQ and SSSC registration data.
- Manage and monitor full organisational compliance with Scottish Social Services Council (SSSC) registration requirements, including tracking registrations, renewals, conditions, and escalating any risks of non-compliance.
- Monitor absence data, produce reports and trigger documentation in line with policy requirements.
- Produce routine and ad-hoc workforce reports, dashboards and KPIs covering recruitment, learning, absence and core employee data.

- Act as a first point of contact for staff and managers on People & OD systems, processes and procedural queries, escalating issues appropriately where required.
- Ensure all documentation, records and data meet internal governance, regulatory and audit standards.
- Manage and maintain compliance with PVG membership and disclosure requirements, including initiating checks, tracking renewals and status, maintaining accurate records, and escalating any risks or non-compliance.
- Maintain controlled People & OD documentation, ensuring templates, records and guidance are accurate, up to date and version controlled.

Innovation & Initiative

- Support continuous improvement of People & OD processes, templates and workflows to improve efficiency, consistency and data quality.
- Support the implementation of new processes, system changes and digital improvements, including user testing, supporting training delivery, updating guidance and documentation, and providing feedback to improve usability and effectiveness.
- Support the effective use, maintenance and development of HR systems, the LMS and associated digital tools, identifying issues and opportunities for improvement.
- Support Talent & Engagement activity including recruitment campaigns, candidate communications, onboarding processes and engagement initiatives.
- Support Learning & OD activity including coordination of training, learning events, qualifications and learning materials.
- Apply judgement within agreed guidelines to resolve routine issues and escalate complex matters appropriately.
- Support people-related communications and engagement activity, including preparing materials, coordinating distribution, tracking responses and maintaining engagement records, working collaboratively with Talent & Engagement and Communications colleagues.

Interpersonal Skills

Internal

- Act as a first point of contact for the People & OD team by responding to calls to the departmental phone and managing general inbox enquiries, providing accurate information or signposting appropriately.
- Prioritise, track and respond to People & OD queries in a timely and professional manner, using agreed processes and tools to ensure all queries are acknowledged, progressed and resolved or escalated appropriately, contributing to an efficient and customer-focused People service.
- Work collaboratively with People Partner, Talent & Engagement Partner, L&D Lead and wider People & Organisational Development colleagues.
- Provide timely, professional and customer-focused support to managers and staff across the organisation.

- Act as a first point of contact for routine policy and procedure queries, providing accurate information, signposting to guidance or self-service resources, and escalating more complex issues to the appropriate People & OD colleague as required.
- Communicate clearly and effectively regarding People processes, system requirements and timescales.
- Work in partnership with Communications colleagues to support clear, timely and consistent people-related messages where required.

External

- Liaise with external bodies such as Disclosure Scotland, SSSC, recruitment platforms, training providers and system suppliers as required.
- Support effective working relationships with external partners involved in People and learning activity.

Leading & Developing People

- Take ownership of allocated administrative workloads, prioritising tasks to meet operational and organisational deadlines.
- Share knowledge, skills and good practice across the People & Organisational Development team.
- Support managers and staff to navigate People systems and processes confidently.

Resources

- Maintain the effective operation of the HR system and LMS, including accurate data entry, record maintenance and reporting.
- Support payroll processing by ensuring accurate HR system inputs, timely submission of changes, and responding to routine pay and expense queries.
- Process invoices, purchase orders and financial administration associated with People & OD activity as required.
- Support preparation of workforce dashboards, reports and KPI information for the People & OD team and senior colleagues.
- Provide administrative support to People & OD activity, including the coordination of meetings, preparation of papers, minute-taking and action tracking, as required.
- Provide administrative support to the Policy and Procedure Review Group (PPRG), including coordinating agendas and papers, minute-taking and action tracking; maintaining policy and procedure review timelines; managing version-controlled documentation; and supporting the publication and accessibility of approved policies.
- Participate in the People & Organisational Development business support rota, providing front-of-house and administrative cover for the organisation, including receiving and distributing mail, managing the building intercom, and welcoming and signing in visitors.
- Reports directly to the People Partner or Talent & Engagement Partner (as applicable), operating as part of the People & Organisational Development team.

Impact on Decisions

- Ensure accurate and timely People data is available to support workforce planning, decision-making and risk management.
- Contribute to consistent and compliant People practice through robust processing and record-keeping.
- Identify risks relating to data quality, compliance or process effectiveness and escalate appropriately.
- Support delivery of People & OD priorities through reliable administrative and system support.

Expertise

- Strong administrative and systems capability within a People, HR, L&D or recruitment environment.
- High attention to detail and commitment to accuracy, confidentiality and professional standards.
- Ability to apply People policies, procedures and guidance consistently in practice.
- Confidence handling enquiries via phone, email and digital channels.

Qualifications

- Relevant qualification at SCQF Level 7 or above, or equivalent experience.

Experience

- Experience in a People, HR, L&D or recruitment administrative role.
- Experience using HR systems, databases and/or learning management systems.
- Experience handling enquiries via phone and email in a professional environment.
- Experience producing reports, maintaining records and supporting data-driven work.
- Experience working in a regulated, compliance-focused or complex organisation.

Knowledge & Skills

- HR systems and data management.
- Workforce administration and compliance.
- Telephone and enquiry handling.
- Strong IT skills, including Microsoft Office and Excel.
- Organisation, planning and prioritisation.
- Professional communication and customer service.
- Understanding of confidentiality and data protection principles.

Head Office Competencies

- Continuous Learning;
- Communication;

- Teamwork;
- Professional Boundaries;
- Problem Solving;
- Customer Service;
- Ark's Values.