

People Change Administrator

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open and transparent in your actions and words
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to the Head of People Change you will support the people change team with the administration of our people change and recruitment activity. You'll work with the people change team to ensure our processes are compliant and consistent, with our branding and cultural values. You will also ensure best practice is followed in accordance with Southern Housing's policies and procedures.

The location

You'll be based at one of our main offices in either Farringdon or Sittingbourne, with the option for working in a hybrid way when appropriate and as agreed with your manager.

What you'll be doing:

- Deliver a first-class service to colleagues throughout the people change and recruitment processes.
- Manage a busy shared mailbox, responding to colleague enquiries with a positive first response and in line with agreed service level agreements.
- Provide administrative support to the People Change team, ensuring the effective coordination of all recruitment and people change activity, tracking applications, including arranging interviews, consultation meetings, and note-taking as required.
- You'll maintain an accurate application tracker and provide updates to the people change team when needed.
- Oversee the administration and maintain audit records for all recruitment-related documentation, including applications, interviews, shortlisting, meeting notes, assessments, feedback, and training records

- Assist with interviews and assessments, offering guidance to hiring managers as needed
- Attend interviews as a panel member and provide note-taking support.
- Review applications to identify and mitigate risks in the recruitment process, with a focus on eliminating bias and promoting equity, diversity, and inclusion (ED&I).
- the administration and maintain audit records for all recruitment-related documentation, including applications, interviews, shortlisting, meeting notes, assessments, feedback, and training records.
- Support with maintaining accurate and up-to-date job profiles.
- Coordinate the administration of people change training workshops, liaising with the Learning & Culture team.
- Support with the reporting and collation of Management Information (MI) / KPI's and communication in relation to the recruitment change process.
- Work together with the People Change and Internal Communications teams to ensure timely updates to the internal intranet, providing all necessary content for publication.
- Provide administrative support for TUPE and restructuring projects Build and maintain strong relationships with colleagues within the business.
- Show awareness and commitment to our Equality, Diversity & Inclusion policies, Health and Safety practices and Code of Conduct.
- Travel between sites may be a requirement for this role. There may be a requirement to attend meetings outside of normal working hours.

What you'll need:

Experience

- Excellent customer service skills essential
- Knowledge of UK employment legislation to support compliant and effective people practice
- Experience of managing multiple administrative activities in a busy working environment essential
- Experience of establishing and maintaining good working relationships with internal and external customers, providing excellent customer service.
- Experience maintaining accurate records and deliver effective reporting essential.
- Hands on experience of Applicant Tracking Systems would be a benefit but not essential.

Skills

- Excellent written and verbal communication skills.
- Excellent attention to detail and accuracy essential
- Good organisational skills, and the ability to deliver within set timelines essential
- Excellent time management skills with the ability to multitask and the ability to prioritise and plan effectively.
- Ability to listen, consider alternatives and manage diverse perspectives
- Good technological skills including advanced competence in Microsoft Office packages
- Ability to work confidentially and sensitively

No role profile covers every task/work requirement that may arise. Reasonable flexibility is required for all colleagues in carrying out work tasks/projects and in the way the role is delivered.

Qualifications

Essential

- CIPD level 3 or qualified by experience

Desirable

- Educated to degree level