SAN DER SON DESIGN GROUP

JOB TITLE – People Officer (Part-time, 3 days per week)
REPORTS TO – People Partner
LOCATION – Loughborough
DEPARTMENT– People

PURPOSE – As a People Officer, you will have a critical role in delivering a brilliant colleague experience, supporting the People department in bringing our 'Work Beautiful' strategy to life by providing accurate, timely support across a variety of administrative and operational tasks.

The People Officer role requires attention to detail, an understanding of core HR process and policy and the ability to remain organised across a number of competing demands. It is a collaborative role, supporting different teams across the organisation to create a positive experience with interactions across the employee life cycle. By maintaining accurate employee data records and utilising the People system, this role will also generate People reporting and insight for the People Partners and broader business.

RESPONSIBILITIES

- Assist in onboarding new employees, including preparing welcome materials, conducting orientations, validating right to work checks and coordinating with various departments to ensure seamless integration.
- Coordinate offboarding procedures, including exit surveys and interviews as required.
- Supporting recruitment activity; issuing contracts and conducting background check and reference checks as required.
- Maintain accurate and up-to-date employee records, including personal information, employment status, and performance evaluations.
- Ensure compliance with data protection regulations when handling sensitive employee information.
- Assist in drafting and formatting People-related documents, such as employment contracts, offer letters, and policy updates.
- Maintain a repository of People documents and policies for easy access by employees.
- Ensure new starter, leaver, and changes data is shared with the Group payroll department in line with agreed payroll processing timelines and SLAs.
- Support benefits enrolment, changes, and inquiries from employees.
- Collaborate with benefits providers and People team leadership to ensure accurate administration of employee benefits.
- Coordinate training sessions and workshops, including scheduling, communication, and tracking attendance.
- Address general employee inquiries about People policies, procedures, and programs.
- Escalate complex employee issues to People Partners as necessary.
- Participate in People-related projects, such as diversity and inclusion initiatives, employee engagement programs, and process improvements.
- Assist in maintaining compliance with relevant employment laws and regulations.
- Generate People reports and metrics as needed for the People leadership team and wider business.
- Operating in line with UK employee law and CIPD.

CONNECTING WITH OTHERS

Working independently, you will have regular support and touchpoints with:
- People team
- Marketing, PR & Communications teams
- Community groups & wellbeing leads
- Group leadership team

EXPERIENCE & SKILLS

- Strong organisational and time management skills.
- Knowledge of core HR process and practice, with an awareness of best practice.
- Prior experience in HR coordination, administration, or related roles is preferred
- Strong interpersonal skills and the ability to work effectively in a team.
- Ability to handle sensitive information with confidentiality and professionalism.
- Excellent verbal and written communication skills.
- Proficient in MS Excel, with the ability to analyse data efficiently.
- Confident with MS Word, Excel and Teams.
- Familiarity with HRIS Human Resources Information System) ADP & iHCM2 software is a plus.
- A BA in Human Resources, Business Administration or a related field is desirable, a CIPD qualification is an advantage, though not essential.
- Continuous Professional Development is a requirement of the role.

MEASURES OF SUCCESS

- Response time in line with HR SLA's
  - New Starters, Leavers, ADP/ Realtime accounts, Offers letter and contracts – 24 hours
  - Payroll queries – 2 days
  - References, Maternity/Paternity, T&C's letters, – 3 days
  - General HR queries, e.g., holidays balances – 5 days
- Providing monthly reports on starter and leaver in line with agreed timescales.
- Completing HR administration activity for Payroll in line with agreed timescales.