

Published Role Title	People Services Administrator - Temp (SYS-49632)
Type of Role	Temp
Temp Role Type	Temp Position
Temp Role Duration	3 Months
Location	Street, UK

Job Description

UK Job Title
 HR People Services Administrator - Temp
 Job Code
 Assigned centrally on final JD
 US Job Title

Function
 HR
 AP Job Title

Sub Function

Reports to
 People Services Team Leader
 Team
 People Services Team
 FSLA Status (US)

Purpose:

To provide a high quality customer focussed and professional administrative service in all transactional aspects of the employee lifecycle and inputting employee related information into all HR related systems accurately and on time to maintain data integrity and facilitate payroll processing.

Dimensions:

Key elements about the role that demonstrate its remit and scope

Impact the job has on the business:

- Working to agreed systems, processes and operational procedures, to deliver a consistently high quality customer centric and professional administrative service including the completion of letters, correspondence, documentation for all employee lifecycle events from new starters to leaver processing.
- Proactively checking and challenging the accuracy of information provided before entering into SAP HR and other HR/payroll related systems, to ensure timely delivery of all payrolls across EMEA.
- Processing Absence & Attendance correctly and utilising substitutions as required for HQ and Retail stores.
- Processing employment change forms including changes of salary, hours, job roles, location, contract types and secondments.
- Responding to and handling queries received by the People Services team email inboxes / case management system, ensuring full details are recorded for audit, monitoring and reporting purposes.
- Complete all Right to work checks ensuring full compliance with UK / ROI legislation and completing all reference checks for new starters to ensure protection for the company.
- To provide full administration for all training courses including booking requests and invitations, all preparation documents requirements, collation and production of materials, systems support and administration.
- Identifying and following up on missing / inaccurate data to ensure good data governance and data integrity in accordance with Data Protection requirements.
- Running and providing standard reports as required and responding to queries about employee information held in SAP HR ensuring compliance with Data Protection legislation.
- Notifying the People Services Team Leader or Payroll & People Services Manager of issues when entering new

starters, job changes or leavers. Identifying any system issues and taking appropriate escalation actions.

11. Participate in systems testing and escalate systems and process issues to the People Services Manager
12. Complete regular general filing and administration of data cleansing / destruction activity

Accountabilities:

All providers of employee information e.g. line managers
People Services Team Leader and team
All Managers within the European geography
Global HR team
Key business departments such as Pensions, Shares, Tax and Treasury, Finance
All employees within the European geography
External contacts / Third Party Agencies e.g. Outsourced Payroll Provider

Key Performance Indicators:

Customer feedback
Payroll Accuracy

Skills, Knowledge and Experience:

Provide information on the nature and level of skills, knowledge and experience required.

Skills

Computer literate
Basic Excel and Word skills
Use of HR/Payroll systems (SAP)
Team Working
Focus on Accuracy and Quality
Highly Organised and able to meet deadlines
Customer Awareness

Knowledge

All employee related data and actions and their system and payroll implications
HR Business Processes, including authorisation levels for payments
Company policies and procedures for absences and payment types
Payroll timetables
Customer Service

Experience

Worked within an HR and Payroll, Finance or Data Processing environment, specifically with an understanding of payment processing and the handling of sensitive data

Make reference to any relevant fields or disciplines if not already included in Experience content

Additional information:

1. Deliver a high quality customer focussed and professional administrative service at all times, delivered to the required SLAs and following established processes and policies. All documentation is delivered on time and accurate.
2. All employee master data records within SAP HR are accurate and up to date and that delays do not lead to payroll processing errors or incorrect payments. All other HR related systems / third party systems are also accurate and updated in accordance with our SLA's.
3. Absence and attendance data is recorded accurately and on time for payroll running schedules or our SLA's.
4. All employment change forms are checked for accuracy and full authorisation levels before being inputted to SAP HR.

5. All enquires are handled and resolved in accordance with our SLA's and deliver excellent customer service, supported by customer feedback. Full accurate records are updated and completed to enable accurate audit, monitoring and reporting against SLA's.
6. All new starters have provided and been verified for Right to Work ensuring full compliance with legislation.
7. All training courses are effectively and efficiently organised in time and with full supporting documentation completed.
8. Employees have access to timely and accurate provision of company benefits and appropriate tax treatment is being applied through payroll.
9. Anomalies are identified and escalated appropriately either within People Services or directly to the line manager within the business.
10. Queries on employee information are handled with appropriate sensitivity and confidentiality and comply with Data Protection legislation.
11. System issues are escalated immediately as to not delay payment to employees, breach deliver within SLA's or breach any compliance to legislation.
12. Full and rigorous system testing is completed to ensure any system, process or data anomalies are identified and escalated during the testing process to mitigate any issues to the live system or create breakdowns in legal requirements.
13. Employee documentation for electronic documents and paperwork is filed appropriately. Data cleansing / destruction is completed in accordance with Data Protection legislation to ensure full compliance.