

Job Description

Job title:	People Services Assistant
Reports to:	Shared Service Manager
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a People Services Assistant, you will play a crucial role in delivering an outstanding shared service experience for all colleagues. You will be the first point of contact for people service queries and will provide administrative support across the entire colleague lifecycle. With a focus on accuracy, timeliness, and excellent customer service, you will support the team to deliver high-quality HR operations, ensuring that all colleagues receive the assistance they need promptly and efficiently.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

In your role as People Services Assistant, you will demonstrate our values by delivering exceptional customer service to both colleagues and leaders. Your ability to manage HR queries with care and accuracy will ensure that all colleagues feel supported and valued throughout their employment lifecycle. You will work closely with the wider People Team to ensure compliance with HR policies, procedures, and data protection regulations, reinforcing Accent's commitment to excellence and inclusivity. Your role will be essential in fostering a collaborative, customer-focused culture within the team, and your proactive approach will help ensure that HR processes run smoothly, contributing to a positive colleague experience.



Key Responsibilities and Duties

- Accurately manage the recruitment and onboarding process, preparing offer letters and contracts within 24 hours, and ensuring all candidates have an excellent experience.
- Be the first point of contact for all people service queries, providing timely and accurate responses to leaders and colleagues on the full range of HR issues.
- Process all starters, changes and leavers, maintaining accurate and up-to-date colleague records in the HR system and ensuring compliance with data protection legislation.
- Complete accurate monthly payroll activities by preparing and sharing data related to sickness, leavers, new starters, and other payroll-related changes in line with agreed schedules.
- Provide updates to leaders on the progress of new hires during the onboarding process and ensure all necessary paperwork is completed and processed efficiently.
- Process incoming invoices for the People Team and Organisational Development budgets, ensuring prompt payment, maintaining accurate records of Purchase Orders, and communicating to external stakeholders
- Offer administrative support to the HRBP team as needed, including preparing documents, letters, and follow-up actions.
- Ensure 100% accuracy and compliance with all HR processes, including benefits administration and policy management.
- Be the first point of contact for learning and development activities, managing course bookings, updating records, and answering basic L&D-related queries from colleagues.
- Support the delivery of key People Team initiatives and ad-hoc projects, ensuring that all tasks are completed on time and to a high standard.

The must haves:

- Strong administrative and organisational skills
- Ability to work under pressure and manage a high volume of tasks
- Strong attention to detail and ability to maintain confidentiality
- Strong experience of managing multiple query types and ability to seamlessly switch focus between different tasks quickly
- Excellent communication skills, both verbal and written
- Proficient in Microsoft Office and HR systems
- Experience in providing customer-focused service in a fast-paced environment
- CIPD Level 3 qualification
- Experience working in a People Admin function

The added extras:

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.