



Royal College of Anaesthetists

People Assistant

Directorate: Chief Executive's Office

Reports to: Associate Director of People and Culture

Grade: 7

1.1 Job purpose

The purpose of this role is to provide a high standard of forward thinking HR and People service administration to the People team with all aspects of the employee life cycle and organisational projects.

1.2 Key tasks and responsibilities

HR Support

- Manage the People team email inbox; ensuring emails are reviewed, dealt with and archived in a timely and efficient manner
- Assist with the end to end process for all new starters; producing and sending out offer paperwork, tracking formal acceptances, creating employee profiles on Charity Learning Consortium (CLC), Peakon and Benenden Health, requesting references, verifying right to work IDs, coordinating DBS checks and arranging IT, Facilities and HR inductions
- Ensure the organisational chart is kept up to date
- Coordinate the quarterly staff induction meetings i.e. scheduling the meetings, assisting with the update of HR slides, arranging refreshments and managing attendees
- Assist with the probation review process; sending out reminders and chasing responses / final decisions
- Assist with the end to end process for all leavers; sending out exit interview forms, arranging exit interview meetings and updating CLC, Peakon and Benenden Health
- Support the production of internal communications updates
- Provide HR administrative support to the Associate Director of People and Culture and the People Partner. This includes (but is not limited to) providing administration support for the:
 - Stronger College programme – assisting with individual risk assessments (IRA), IRA/Policy changes, Town Hall and Employee Forum preparation etc.;
 - Equality, Diversity and Inclusion working group – taking minutes, coordinating meetings, updating RoCI etc.;
 - Internal Communication – assisting with the preparation of any internal communication and updating all relevant channels i.e. RoCI; and
 - Learning and Development – assisting with employee training requests i.e. liaising with the employee, booking the training course and following up employee feedback / training outcomes.
- Assist the People Partner with HR support provided to third parties i.e. BSI and FMLM

Recruitment Support

- Manage the RCoA Careers team email inbox; ensuring emails are reviewed, dealt with and archived in a timely and efficient manner
- Assist with the end to end process for all vacancies within the College (permanent/FTC employees, volunteers and temporary staff)

- Assist with the creation of job descriptions, adverts, role and benefits information
- Assist with the creation of vacancies on Networx, RoCI and RCoA website
- Liaise with candidates (internal and/or external) and coordinate telephone, face-to-face and remote (Microsoft Teams) interviews and/or assessment days
- Provide candidates with constructive feedback during and after the recruitment process

System Support

- Answer all HR system (Cascade, CLC, RoCI, Benenden Health, Peakon, Networx) queries and provide support in a timely manner; escalating all technical issues or advice to the People Partner
- Ensure all HR systems and data is used and maintained in line with the College's HR policies/procedures and General Data Protection Regulation (GDPR)
- Maintain employee records (on personnel file and Cascade) and keep the information up to date and secure (in accordance with GDPR)

Other Duties

- Contribute to and support ad hoc HR project work and initiatives
- Support and administer staff welfare initiatives e.g. flu vaccinations, employee assistance programme etc.
- Attend Employee Forum as a HR representative
- Undertake other reasonable duties, as required

1.3 Qualifications, skills, knowledge and experience

- Experience of working in an administrative role in an HR team would be desirable but not essential. Demonstrable administration experience within a proactive and busy team with an ability to hit the ground running more important
- Ability to work independently and proactively as part of a small team; being one step ahead at all times
- Excellent attention to detail and accuracy
- Experience of dealing professionally with a variety of internal and external stakeholders and the ability to form good working relationships at all levels; a personable person is essential
- Database management skills with the ability to pick-up bespoke systems (training will be given) and adapt for use
- Excellent interpersonal skills
- Excellent written and verbal communication skills
- Excellent IT skills; including Microsoft Office (especially Teams, Outlook, Word and Excel)

1.4 Core Competencies

These competencies will help you understand and deliver the high performance required for this role at the College. These performance standards and behaviours will be assessed during the interview process and developed through the appraisal process.

VALUE:	EXPERT
COMPETENCY:	Empathy with the College and its business
DESCRIPTION:	Understands the fundamentals of what the College does, its mission, vision, values and culture. Uses this information to grow and develop the College and its people

Support & Delivery
<ul style="list-style-type: none">• Applies knowledge of business to day-to-day activities• Understands team function and how it fits in overall College• Develops a team spirit• Applies a "can do" approach• Understands impact of own role on wider College functions (and vice versa)
Management
<ul style="list-style-type: none">• Applies their professional expertise to the College• Thinks commercially• Acts as a College ambassador• Delegates fully and effectively• Develops, motivates and engages teams and individuals• Plans resources effectively• Leads by example
Strategic Leadership
<ul style="list-style-type: none">• Champions key direction and strategy• Encourages and demonstrates entrepreneurialism and cross-College working• Encourages a high-performance culture• Understands impact of external changes on the College

VALUE:	INCLUSIVE
COMPETENCY:	Collaboration and Communication
DESCRIPTION:	Works collaboratively and co-operatively with colleagues to get the job done and responds positively to change. Communicates widely and effectively. Appreciates diversity and equal opportunities for all.

Support & Delivery
<ul style="list-style-type: none">• Is a team player, open to others' views• Adapts communication style to situation• Keeps others informed and updated• Willing to give and receive feedback• Listens and responds effectively• Values different perspectives
Management
<ul style="list-style-type: none">• Communicates effectively and openly, ensuring key messages are cascaded and everyone's views are heard• Works with peers to influence effectively and consistently• Deals with conflict between individuals and teams• Works with partners to enhance the reputation of the College• Ensures transparency and credibility• Networks appropriately• Ensures and enables an inclusive culture

Strategic Leadership

- Articulates a shared vision
- Presents in an engaging manner
- Ensures conflict and risk is mitigated
- Champions diversity and values

VALUE: POSITIVE
COMPETENCY: Customer Focus
DESCRIPTION: Builds relationships with customers by understanding, anticipating and responding to their needs. Takes responsibility to complete work in order to exceed expectations.

Support & Delivery

- Answers phones in a timely way
- Understands customer needs, stresses and pressures
- Understands impact of own actions
- Manages own time
- Meets and exceeds targets
- Does what they say they'll do
- Makes recommendations for improvements

Management

- Future-proofs
- Builds relationships
- Equips others to deal with customers
- Sets targets, ensuring they are met
- Ensures customer is aware of relevant College services and products
- Uses knowledge and expertise to ensure customer satisfaction
- Plans for the future to improve services

Strategic Leadership

- Knows competitors
- Addresses external conflict
- Focusses on the long-term
- Is aware of changes and impact on others
- Overcomes barriers to improvement
- Manages risk

VALUE: FORWARD-THINKING
COMPETENCY: Conceptual Flexibility
DESCRIPTION: Takes the initiative and thinks flexibly and innovatively in order to propose solutions and deal with ambiguity. Builds trust and credibility through self-awareness.

Support & Delivery

- Acknowledges success and failure and learns from them
- Works on own initiative and finds better ways of doing things
- Acknowledges problems and suggests solutions
- Remains open-minded
- Adjusts to changing needs
- Is aware of self and others
- Contributes and adds value to operational plans

Management

- Encourages others to find solutions
- Creates an open forum for innovation

- Implements operational plans and manages risks
- Realises when things are going wrong and fixes them
- Maintains personal credibility

Strategic Leadership

- Approaches issues with fluidity and flexibility
- Makes improvements at a corporate level
- Implements solutions at a strategic level
- Welcomes innovation from colleagues and empowers them
- Challenges the status quo

VALUE: AMBITIOUS
COMPETENCY: Shared Vision
DESCRIPTION: Acts quickly and decisively, seizing opportunities and adding value.

Support & Delivery

- Sets personal objectives which meet operational and strategic plans
- Adapts to changing priorities
- Analyses problems and resolves them
- Understands the impact of operational plans on own role
- Deals with colleagues fairly and consistently
- Keeps focused in the light of changing priorities
- Sets high personal standards

Management

- Puts operational plans into action
- Isn't afraid to make decisions
- Ensures right people, right time, right place
- Identifies new opportunities

Strategic Leadership

- Defines corporate vision and values
- Handles all matters with sensitivity
- Scans the horizon
- Develops strategy, taking into account all external drivers

Signature:

Name:

Date: