

Employee Support Assistant

Job Level	Level 2a	Job Reference No:	P0072
		Role review date:	February 2025
Directorate	ISD	Function	ISS
Service	People Support	Reports to:	Employee Support Manager

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

As an Employee Support Assistant, the post holder will deliver exceptional employee support and customer service to all key stakeholders of the British Red Cross. Acting as the primary contact for all employee support matters, the role holder will guide employees through their entire lifecycle at the BRC ensuring all processes are executed efficiently and are compliant with both BRC internal policies and UK Employment Law. The post holder will collaborate with different departments of the BRC ensuring a smooth and seamless journey for all involved. The post holder will be dedicated to ensuring a remarkable People Experience by offering comprehensive support, maintaining clear and effective communication, and adapting a proactive approach during all interactions.

Key Responsibilities

Employee Support and Administration Activities

- Follow employees through their full employment lifecycle at the BRC processing a range of changes to their terms and conditions (i.e. internal transfers, contract extensions, leavers etc.). Employee Support Assistants will also ensure the employees pay is accurate as a result of any relevant change.
- Issuing contractual paperwork confirming changes to an employee's terms and conditions in line with the BRC's legal and regulatory employment requirements.
- Taking ownership of any overpayments which occur in the BRC and actively contacting and liaising with the employee, line manager and payroll department to set up repayment plans. Managing both employees and their line managers expectations and offering continuous support throughout.
- Assisting employees and their line managers directly with any queries regarding all leave types, including annual leave, sickness, maternity, paternity, sabbatical leave etc. and advising on relevant entitlement and policies for each type of leave, in line with BRC policies and UK Employment Law.
- Flexibly adapting to rapidly changing employment demands, including those arising from international emergencies or seasonal variations for example, processing employment changes for our overseas international delegates.

Supporting Continuous Improvement of our People Procedures

- Contribute to the continuous improvement of all Employee Support systems and processes based on first-hand knowledge and user experience.

- Provide feedback on any information shared on our people processes and procedures, provided directly by our customers.
- Work effectively with colleagues in our Continuous Improvement Team and other relevant stakeholders to address potential pain points and/or compliance breaches relating to all Employee Support processes.

People Enquiry Handling

- Deliver an exceptional level of customer service to both internal and external stakeholders of the British Red Cross regarding all employment lifecycle queries ensuring a consistent high-quality people experience.
- Resolve all queries within the expected SLA's ensuring stakeholders are kept up to date every step of the way.
- Prioritising workload to ensure pay impacting queries are dealt with in a logical manner.
- Provide advice, guidance and support regarding all employee lifecycle HR related matters in accordance with the British Red Cross policies and procedures.
- Signpost stakeholders to relevant British Red Cross advice and guidance where possible and liaise with relevant teams' dependant on the nature of the query.
- Log and categorising all email and phone queries accurately and in line with agreed procedures.

Auditing and Compliance

- Ensure the data we host and process on our HR and Payroll systems are accurate, up to date, and complies with our policies and procedures.
- Ensure the integrity of our data by analysing daily, weekly and monthly audits which flag any missing or inconsistent information in employment records.
- Work with the Employee Support Team Leader and/or Employee Support Manager on data cleanse activities and process improvement projects relating to the employee lifecycle journey.
- Identify any ongoing compliance breaches and escalating where required to Employee Support Manager.

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.

- The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Criminal Records

Drivers Check - Required – No

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	S	I	A
Essential <ul style="list-style-type: none"> - Efficient Microsoft Office skills (particularly Outlook, Word, and Excel) - Methodical and investigatory thinking. - Meticulous attention to detail and accurate keying-in skills. - Effective written skills with the ability to communicate with a range of key stakeholders. - Ability to work in a pressurised environment and adhere to strict SLA's/KPI's. 	 S S	 I I I I	

<ul style="list-style-type: none"> - Experience of HR/Recruitment systems with an understanding of UK Employment Law. - Experience of identifying pain points through data analysis in order to guide decision making. - Educated to at least SCQF Level 7, or equivalent experience of personal development in a similar job. - Ability to handle challenging situations with tact, diplomacy, and discretion. - Assertiveness, when necessary, with a strong emphasis on customer service. <p>Desirable</p> <ul style="list-style-type: none"> - Qualification in HR/Recruitment would be an advantage. - Previous user experience of iTrent, ServiceNow or Eploy would be beneficial. 	S	I	
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> - Has proven customer service experience in a fast-paced environment and can perform well in a busy environment. - Has proven experience of data inputting to a high standard of accuracy. - Experience of high-volume processing whilst continuing to adhere to monthly deadlines. - Proven track record of being able to respond to requests which may lack clarity and require some additional interpretation in a timely manner whilst continuing to provide excellent customer experience. <p>Desirable</p> <ul style="list-style-type: none"> - Has experience of working within an HR or Recruitment environment. - Has experience of peer-to-peer learning. 	S S	I	
Additional requirements			
Essential			

<ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Ability to work additional hours if required to meet the needs of the business. 			
Values in Action			
<p>Dynamic - We move forward as one team.</p> <ul style="list-style-type: none"> - Every day, we're adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. <p>Compassionate - We stand for kindness.</p> <ul style="list-style-type: none"> - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. <p>Inclusive - We are open to all.</p> <ul style="list-style-type: none"> - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. <p>Courageous - We are bold.</p> <ul style="list-style-type: none"> - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis 			

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.