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| **Job Title** | People Support Team Leader |
| **Responsible to** | Head of Recruitment and People Administration |
| **Responsible for** | A team of administrators, compliance, processes, data and policy for the People Team and managers |

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| **Our Values** |
| **We believe in each other**  **We learn together to be our best**  **We spark imagination**  **Respect is our**  **starting point** |
| **Role Purpose** |
| To lead and a support a team of People Administrators, ensuring the efficient and compliant delivery of HR services within the regulatory organisation. This role is essential in maintaining high standards of HR administration to meet our legal and regulatory expectations, with a specific focus on data accuracy, reporting and compliance. |
| **People First** |
| Our charity is dynamic, people-focused, and driven by creativity and bold ideas—and it is our committed colleagues that make this happen. As the People Support Team Leader, you will lead and inspire a team dedicated to delivering exceptional administrative and data insight services to every colleague across our organisation.  In this role, you’ll be an integral part of our People Team, reporting to the Head of Recruitment & People Administration. You’ll lead with a commitment to refine our processes, policies, data, and systems—always pushing for improvement to ensure a smooth, supportive, and timely experience for our internal customers. Your leadership will foster an environment that role models our values, enhances engagement and strengthens our collective capacity. |
| **Main Responsibilities** |
| Collaborate and streamline processes: Work closely with the wider People Team, recruitment, payroll, and managers to ensure clear communication and efficient, smooth-running HR services across the charity.  Lead and develop your team: Coach and guide our colleagues in the People Team, supporting their growth as they deliver exceptional administration.  Optimise people systems: Manage and continuously enhance HR systems to simplify processes and drive efficiency for both our home managers and the People Team.  Onboarding excellence: Oversee the onboarding of new candidates, ensuring all legal and procedural requirements are completed timely for a smooth start and induction into SeeAbility.  Drive team growth: Provide your team with development opportunities, encouraging them to reach their full potential and achieve outstanding performance.  Policy management: Ensure all people-related policies are up-to-date, legally compliant, and foster an inclusive and pragmatic work environment.  Data and reporting: Deliver accurate, insightful weekly, monthly and quarterly reports and data analysis to support key decision-making and the charity’s objectives.  Payroll oversight: Prepare and submit accurate monthly payroll reports, ensuring all data is correct for timely payment.  Annual process management: Lead annual cycles, including policy reviews, pay reviews, and other critical processes, ensuring they are delivered on time.  Project involvement: Support key organisational projects as needed, contributing your expertise to drive success.  Manage third-party relationships: Act as a point of contact for third-party providers, addressing any concerns or issues that arise, e.g. HRIS provider, occupational health provider and DBS bureau.  Simplify and innovate: Continuously review and simplify policies, processes, and systems to create a more efficient and user-friendly experience.  Crisis preparedness: Develop a critical recovery plan to ensure payroll continuity in case of system outages. |
| **What you will bring to the role** |
| A solid background in HR shared services working within multi-site, median to large organisations.  High level of capability and knowledge in the use of HR systems, data, policies and administration.  Highly experienced in providing a high-level customer service to internal and external customers.  Tenacious with a strong drive to deliver a high performing service that meets customer requirements.  Experience of providing and interpretating data in a professional and easy to read format.  Experience of system integrations and working on organisational wide projects.  Develops relationships across the Charity and involve the customer in shaping the service for the future and gain insight into the impact and performance of the service team.  Previous experience of leading and developing high performing teams.  CIPD qualified or equivalent experience. |