

People & Compliance Assistant



JOB DESCRIPTION

DIRECTORATE:	People, Equity, and Organisational Development
DEPARTMENT:	Infrastructure & Compliance and People Experience Team
DEPARTMENT PURPOSE:	To ensure the Students' Union operates effectively, lawfully and ethically by supporting strong people practices, robust compliance arrangements with internal policies and external legislation.
REPORTING TO:	People Experience Manager
ADDITIONAL INFO:	This role will be regularly working closely with the I & C Team's Compliance Adviser

PURPOSE OF ROLE: To support the **Infrastructure and Compliance and People Experience** teams in the effective delivery of day-to-day operational and administrative activity, ensuring high standards of service, organisation, compliance and confidentiality are maintained across the Students' Union.

IN PARTICULAR:

- 1. Service Delivery:** To provide high-quality administrative support to the Infrastructure and Compliance and People Experience team in the undertaking of governance and human resources focussed work.
- 2. Organisation and Administration:** To support accurate record keeping, project organisation and meeting administration in line with organisational standards.
- 3. Compliance and Confidentiality:** To support compliance with relevant legislation, policies and procedures, ensuring sensitive information is handled appropriately at all times.

WORKING HOURS & FTE:	Flex Contract (Average 10hrs-14hrs per week)
HOURLY WAGE:	£12.21 per hour
CONTRACT DURATION:	Six Months (from appointment)

KEY RESPONSIBILITIES	
Service Delivery	<ul style="list-style-type: none"> • To deliver outstanding levels of service at all times through professional interaction with stakeholders, collaborative working with Students' Union departments, and the accurate and timely completion of tasks in line with line manager guidance. • To ensure information is recorded clearly and correctly, maintaining high standards of accuracy, organisation and customer service.
Record keeping and project organisation	<ul style="list-style-type: none"> • To support comprehensive record keeping and project organisation, ensuring information is stored correctly and in line with organisational standards. • To maintain project boards, trackers and shared documentation so they are tidy, accurate and up to date, and to take clear, well-formatted meeting notes when required.
Meetings, events and bookings	<ul style="list-style-type: none"> • To support the organisation of meetings, events and bookings, including managing room bookings, refreshments and colleague calendars in a timely manner. • To support accessibility requirements by resolving or mitigating issues where possible, and to take minutes and present meeting records clearly to relevant individuals.
Compliance and confidentiality	<ul style="list-style-type: none"> • To ensure compliance with relevant legislation, organisational policies and government requirements, including GDPR. • To ensure documents are protected through appropriate password control and sharing permissions, and that confidential information is stored securely or disposed of appropriately.
General support	<ul style="list-style-type: none"> • To undertake other appropriate duties as required by the Infrastructure & Compliance team and People Experience team, demonstrating an enthusiastic, flexible approach to work and proactively seeking out tasks where appropriate.

General duties	<ul style="list-style-type: none"> • Other duties, as may be reasonably prescribed, appropriate to the grade and responsibilities of this post • This role will involve accessing and processing personal and sensitive data - it is essential that the role holder understand and enact high levels of confidentiality.
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PERSON SPECIFICATION

Experience	
1	Experience of working in an administrative or office-based role, or demonstrable transferable experience gained in another setting
2	Experience of working in a customer service or customer-facing environment
3	Experience of maintaining accurate records and handling sensitive information appropriately
4	Experience supporting meetings, events or bookings, including taking notes or minutes, or demonstrable transferable experience gained in another setting
5	Experience of using digital systems, shared documents or trackers to organise work
6	Experience of prioritising tasks and managing workload, with support where required
Skills and Attributes	
7	Strong customer service ethos with a focus on delivering high-quality support
8	Effective written and verbal communication skills
9	Ability to work collaboratively as part of a team and ability to work independently and use initiative when required
10	Ability to maintain confidentiality and handle sensitive information appropriately
11	Ability to work accurately and maintain attention to detail
Knowledge and Understanding	
12	An understanding of the importance of compliance, data protection and organisational policies, or a willingness to develop this knowledge
13	An interest in, or awareness of, the role and values of a Students' Union or similar not-for-profit organisation