

Role Title: People Officer
Salary: Band 8 - £31,022 to £33,699
Location: Sir Henry Mitchell House
Report to: People Operations and Reward Manager

About Us

Bradford has created a new Children and Families Trust, which has been commissioned by Bradford Council to deliver a wide range of services for children, families and young people on their behalf. The Trust is accountable for determining how outcomes of these services are achieved and for the day-to-day running of commissioned children's services.

This is an important opportunity to renew our approach to delivering the support that Bradford's children, young people and families in need, by renewing services and creating a new organisation. We are bringing the mindset, dynamism and energy of a start-up together with the national expertise and determination of the Trust's Board, senior leadership and our colleagues' practical experiences of providing children's services in Bradford.

As a new organisation, Bradford Children and Families Trust has established our own purpose, vision, and outcomes for what we aim to achieve.

Our vision: For all children and young people in Bradford to be safe and able to realise their full potential.

Our purpose: To provide high-quality services with partners that help safeguard, support and promote the welfare of children, young people and families across the Bradford District.

We will achieve this through continuous improvements in our services and positive collaboration with our staff, our partner organisations.

Job Overview

The People Officer is the primary point of contact for colleagues seeking assistance with HR related queries relating to policies, procedures and systems. This role is integral in providing exceptional customer service and ensuring that employee needs are met efficiently and effectively.



Main Duties and Responsibilities

- Ensure that all queries coming into the help desk email are responded to in a timely manner and completed to resolution as early as possible.
- Answer first line queries coming into the service desk which will encompass employee lifecycle processes.
- Communicate starter, leaver and pension details and changes to terms and conditions to our payroll provider in a timely manner to ensure changes are effective in time for payday.
- Prepare high quality and accurate Contracts of Employment and employment amendment letters to colleagues.
- Complete right to work and DBS checks in a compliant and timely manner.
- Support the talent acquisition team in busy periods with onboarding and compliance checks.
- Maintain accurate electronic employee files.
- Keep fully up to date about the People and Talent Service structure and be clear about which parts of the service deal with employment matters and make referrals appropriately.
- Where a query cannot be closed first time, ensure that it is shared with the right team so that it can be dealt with.
- Contribute to the development and maintenance of service desk procedures so that the advice given is consistent.
- Proactively provide feedback on policy, process, forms and other guidance to ensure that it can be improved based on customer feedback.
- Working under the supervision of People Operations and Reward Manager to support low level employee lifecycle casework and be able to provide general guidance and advice to managers on this level of case working.
- Work with the wider team to ensure that any system changes are fully tested before they go live.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed; the responsibility level of any other duties should not exceed those outlined above.



About You

We are looking for applicants who can demonstrate that they meet the following requirements:

- Minimum of 2 years in a HR support role.
- Excellent verbal and written communication skills.
- Strong problem-solving and analytical abilities.
- Proficiency with electronic systems.
- Ability to manage multiple tasks and prioritise effectively.
- Customer-focused with a dedication to providing high-quality service.
- Detail-oriented and organised.
- Ability to handle sensitive information with discretion and confidentiality.
- Proactive and able to work independently as well as part of a team.



Safeguarding Responsibilities

Bradford Children and Families Trust is committed to safeguarding and promoting the welfare of all children who use our services and as such expects all staff to share this commitment.

Successful applicants will be required to complete the relevant safeguarding checks.

We are an equal opportunities employer.

