

QA

**JOB
DESCRIPTION**



1. JOB SPECIFICS

Job Title:	People Services Apprentice
Reports to:	People Services Team Leader
Location:	Slough
Department:	People Team

2. ABOUT THE ROLE

What you'll be doing?	<p>Working within the People Services (PS) team, you will be the first point of contact for HR related queries.</p> <p>Ensure you provide a first-class administrative service.</p> <p>Contribute to the effective working of the PS team to ensure seamless service line delivery.</p>
Key Responsibilities	<p>Support the PS team with the initiation and progress of background checks including employment references, Right to Work checks, criminal disclosure and BPSS checks.</p> <p>Support with required disclosure check renewals and new checks as identified by the PS team leader or the business.</p> <p>Check the background check portal on a daily basis, updating relevant systems and informing employee and line manager when clearance has been received.</p> <p>Initiate any risk assessment following unclear checks, escalating to PS Team Leader for sign-off.</p> <p>Maintain Sostenuto (SOS) call management system, ensuring that all calls and queries are logged, responded to where necessary and the appropriate audit trails are available. Data integrity must be high, taking into consideration subject of queries and Service Level Agreements.</p> <p>Determine need to escalate queries as necessary to subject matter expert and do so via SOS call management system, ensuring that the system reflects the nature of the query to ensure a high level of customer satisfaction.</p> <p>Raise issues as appropriate and contribute to ongoing process development and improvement of the People Services function.</p>

	<p>Ensure that a systematic and accurate electronic filing system and record keeping procedure is followed by all in the department.</p> <p>Provide support to the People Services team by acting as a first point of contact for all customers, whether internal or external via telephone or email, therefore responding to or reassigning their queries in line with SLAs.</p> <p>Establish and maintain effective communication channels with the wider business.</p>
KPIs & SLAs	<p>All work to be completed within the Service Level Agreements.</p> <p>Feedback provided from managers and employees across the business via our Performance Development System.</p>
Key Working Relationships	<p>Working with the People Team including Talent Acquisition, Payroll, People Advisers, Reward & Benefits, HR Systems and People Partners.</p> <p>Employees and Managers throughout the QA Group.</p>

3. ABOUT YOU

<p>Competencies (Internal only) 1: Working Level 2: Advanced Level 3: Expert Level</p>	<p>Core Results Driven – 1 Taking Ownership – 1 Collaboration – 1 Continuous Learning – 1</p> <p>Role Specific Attention to Detail - 1</p>
Your Experience	<p>Experience of delivering high quality customer service. Experience of working within a busy environment is desirable.</p> <ul style="list-style-type: none"> • Experience of using Microsoft programmes
Your Knowledge	Good IT skills, including knowledge of Microsoft Office packages in particular, Word and Excel.
Your Qualifications	GCSE standard Maths and English or equivalent
What you'll bring to QA	Excellent communication and customer service skills and the willingness to building strong relationships.

	<p>Ability to prioritise effectively and multitask including strong organisation skills.</p> <p>Ability to evaluate situations and understand when to escalate.</p> <ul style="list-style-type: none">• Emotional resilience, enthusiastic and confidence with a strong desire to continue learning and keen to progress career within the People team.
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