

Job Description

| A Post Details | |
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| Job Title: People Services Administrator | Grade: A005 |
| Department: People and Culture | Division: A Division |
| Reports to: People Service Desk Team Leader | Contract Type: Permanent |
| Level of Vetting: Management Vetting | Numbers in Post: 9 |
| Welsh language required No | |
| B Purpose of the Post | |
| <p>To provide customer focused, professional, consistent, comprehensive administrative and first-line support across the People Services, ensuring a seamless employee lifecycle experience from recruitment through to exit.</p> <p>The role combines onboarding coordination, transactional HR processing, and high level of customer service delivery, supporting managers and employees with accurate, timely advice and solutions in line with BTP policies and statutory requirements.</p> | |
| C Dimensions of the Post | |
| <p>Financial - Direct or Non-Direct: None</p> <p>Staff Responsibilities - Direct or Non-Direct: None excluding support in training / inducting new starters (non-direct)</p> <p>Any Other Statistical Data: Across the People Service Desk and Recruitment teams a large volume of transactions per month are dealt and adhere to a 5-day SLA. People Service Officers support the entire force across a broad range of HR rated systems, policies, and processes.</p> | |
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D Principal Accountabilities

Recruitment & Onboarding

Manage post-offer processes including vetting, medical checks, references, and onboarding documentation. Coordinate uniform, travel, accommodation, and system access for new starters. Maintain accurate recruitment and onboarding records in HR systems.

Employee Lifecycle Administration

Process changes related to promotions, pay, allowances, sickness, family leave, resignations, and retirements.

Calculate and verify pay adjustments and provide instructions to payroll within strict deadlines. Generate and issue formal communications to employees regarding pay and employment changes.

Customer Service & Support

Act as first-line support for People and Resourcing queries via phone, email, and service desk systems. Trouble shoot, undertake any necessary investigation and identify solutions seeking guidance from SME where necessary. This includes dealing with customer complaints.

Provide policy and procedural advice to managers and staff, escalating complex issues as required.

Data Management & Reporting

Maintain accurate records in compliance with Data Protection and Freedom of Information principles.

Produce management information reports for recruitment and HR transactions.

Support internal audits and contribute to process improvement initiatives.

Project, Innovation & Continuous Improvement

Participate in HR and recruitment projects, including data cleansing and policy updates.

Suggest opportunities to innovate, improvements to systems and processes to enhance efficiency and service delivery.

Stay updated on industry best practices and contribute to the continuous improvement of recruitment processes

Reward Management – Overseeing the administration of Rewards and Benefits, including the CHOICES Portal, Long Service Awards, and healthcare benefits offered by BTP.

Pension Queries - Responsible for providing first-line support for low-level pension-related queries via the HUB Portal. This includes assisting employees with basic pension information, supporting the Pensions Manager with administrative tasks, and ensuring timely distribution of new starter pension enrollment paperwork.

E Decision Making

Make decisions

Prioritize own workload and make decisions on routine recruitment and people transactions. Interpret policies and procedures to resolve queries and escalate issues appropriately.

Manage individual workload and make decisions on how to interpret policies and procedures and handle customer enquiries and calculations for pay processing.

Significant say in decisions

Providing root cause analysis and recommendations and direct with the objective of reaching resolution.

F Contact with Others

Internal

People & Culture teams, Payroll, Resourcing, Occupational Health, Professional Standards, Hiring Managers, Learning & development, Technology

External

Candidates, Reference providers, Uniform suppliers, RPMI Pension providers, other organisations such as Rail Delivery Group

G Essential Criteria

Qualifications and Training

A level qualification or equivalent experience.

Experience:

Excellent interpersonal and communication skills in Welsh No

Previous administrative and coordination experience with a high level of organizational ability and attention to detail.

Ability to work as part of a team.

Proven experience in a customer service environment, preferably in a recruitment or HR function.

Skills:

Excellent interpersonal and communication skills in Welsh No

Excellent written, verbal and interpersonal skills including tact and discretion, to be able to communicate sensitive information to employees and the Force.

Proficiency in multiple systems including HR & Payroll system, Microsoft Excel, Microsoft Word and Applicant Tracking systems.
Ability to work with strict payroll deadlines while maintaining high standards of performance.
Excellent verbal and written communication skills.
Excellent interpersonal skills with the ability to liaise with staff at all levels both internally and externally.
Good standard of planning and organisational ability.
Ability to remain calm whilst working under pressure, dealing with employees and members of the public and demanding deadlines whilst maintaining a flexible approach.
Ability to work on own initiative.
Ability to compile and analyze data, generating reports for stakeholders.
Numerate with the ability to apply guidance to calculate pay manually.

Knowledge:

Awareness of the HR function processes, recruitment administration; employment law principles.

Desirable criteria:

Qualification and Training Customer Service qualification administrative qualification
Recruitment or HR qualification or willing to study towards
Experience
Previous experience working in HR administrator role.
Knowledge
Knowledge of relevant HR processes and procedures

H Additional Information

BTP has a complex payroll structure with varying pay and conditions (e.g. shift structure, pensions and allowances), relating to both police officers and police staff subject to Police Regulations.

For Panel to complete only:

Panel Approval: Jodie Childs 3661

Date: 02/02/2026