

JOB DESCRIPTION

JOB TITLE	People Operations Officer
SERVICE	Organisational Culture & Public Service Reform
HUB/Team	People and Culture
LOCATION	Hybrid Brasted and London
SALARY BAND	MPA - Coordinator
RECORDS CHECK (DBS LEVEL)	N/A

PURPOSE

The People Operations Officer sits at the heart of the function, delivering a high-quality, accessible and consistent service that shapes the everyday experience of employees and managers. As the single front door to the People & Culture function, this role is central to ensuring colleagues receive timely, professional and people-centred support across the employee lifecycle.

You will manage first-line queries across areas including recruitment, onboarding, contractual changes, policy guidance, absence processes and payroll, triaging cases effectively, resolving straightforward matters with confidence and escalating more complex issues to the wider team, including Employee Relations and Strategic People Partners, where appropriate.

KEY DUTIES

People Operations & First-Line Support

- Acts as a primary contact for employees and managers, shaping daily experience with a consistent and timely customer service on a full range of the employee lifecycle matters.
- Provides first line advice and guidance to colleagues and managers as part of the tiered People Operations customer model, whilst ensuring that queries are dealt with within the timescales set out in the People Operations KPIs.
- Escalates complex concerns to the People Operations Manager and formal cases to the ER and Wellbeing team in a timely manner.
- Manages the shared HR inbox/ticketing system daily, ensuring timely responses in line with service KPIs.
- Maintains confidentiality and upholds data protection standards at all times.
- Delivers accurate and efficient People administration across a variety of people and payroll related enquiries.
- Supports Managers with informal and stage 1 formal sickness absence cases.
- Support Managers with Occupational Health referrals using the portal and any follow up with workplace adjustments.

KEY DUTIES

Recruitment, Onboarding & Compliance

- Manage end to end recruitment and onboarding processes.
- Ensure all pre-employment checks are conducted in line with safer recruitment standards and internal policies.
- Ensure that documentation is verified for all new starters, including right-to-work checks.
- Support recruitment activities e.g. checking and posting adverts, recruitment system admin support, withdrawal of offers letters.
- Issue contractual documents e.g. offer letters, contracts and contract variations promptly and accurately with prescribed processes, policies and legal requirements on receipt of the relevant authorisations and information and to ensure that all necessary systems updates are completed
- Coordinate onboarding processes, liaising with internal departments to ensure a smooth new starter experience.
- Support job evaluation panels as and when required.

Employee Lifecycle Administration

- Maintain accurate and up-to-date employee records, including participation in annual data cleansing.
- Support 1st line people systems and rewards hub queries, ensuring timely resolution.
- Assist with monthly payroll updates, ensuring all changes (starters, leavers, contractual amendments) are captured accurately.
- Administer resignations and issue exit questionnaires.
- Provide administrative support to the Employee Relations and Wellbeing team when required e.g. note taking, drafting letters, case bundle preparation.
- To process payroll changes and transactions promptly and accurately and complete all necessary systems and records updates.
- Administer the starter and leaver processes.
- To administer reward and benefit arrangements so that staff are correctly paid and remunerated.
- To monitor key events and dates relevant to the employment relationship e.g. end of fixed term contract, DBS, TUPE and take appropriate action in good time.
- To maintain employment records and database systems to ensure that the employment relationship can be administered/monitored and the organisation, and its managers, have access to necessary information and HR performance data.

KEY DUTIES

HR Insights and Impact

- Assist People metrics reporting for senior leaders and managers e.g. recruitment, onboarding, starters and leavers.
- Ensure People Systems are updated in a timely manner.
- Prioritise workload effectively, meeting deadlines and service standards.
- Work collaboratively within the People and Culture team while also demonstrating initiative and independence.
- Support organisational commitments to safeguarding, equality, diversity and inclusion.
- To coach and support managers and their teams in the application of People policies and practices.
- To contribute and take an active role in projects in the People and Culture team.
- To highlight any learning from employment queries or issues and support or facilitate any associated policy, process, or practice changes.
- To build close and trusting relationships with business managers and People colleagues.
- Use judgement, provide guidance, and support managers to become more self-sufficient. Utilising digital tools, knowledge bases, and self-service systems, whilst enabling efficiency and maintaining a human, empathetic approach.
- Effective monitoring of sickness trends and remedial action in accordance with Catch22s policy and to facilitate a proactive approach to absence management.
- Support initiatives centred on automation, AI enablement, and process digitisation within People Operations, leveraging emerging technologies to optimize efficiency and a self-serve employee experience.
- Support learning and development administration, events and compliance data and reporting requests.
- To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.

WHAT YOU WILL CONTRIBUTE

KEY SUCCESS MEASURES

- Ability to provide advice on people policies, procedures and employment terms in line with functional and service KPIs.
- Ability to prioritise workload and manage conflicting deadlines.
- Demonstrate excellent customer service experience.
- To contribute and take an active role in projects in the People and Culture team.
- Ability to work independently and collaboratively, with a flexible, proactive and able to use initiative approach.
- Solutions, results focused with a hands on approach and willingness to undertake relevant training.
- Strong operational people knowledge and a commitment to improving employee experience is essential.
- Resilient, analytical, and comfortable using People data and systems and supporting roll out as well as adoption of new systems.
- Stakeholder influencing skills with an engaging, authentic communication style
- Support the management of sickness absence cases with risk based advice and guidance in a timely manner to ensure that managers are able to provide robust and supportive interventions.
- Ability to learn the business quickly and build credibility at pace
- Success will be measured through service quality, accuracy, positive feedback, and reduced need for specialist escalation.
- Model “one Catch22 culture”
- You will be able to complete administrative tasks accurately and in a timely manner.
- Support the effective implementation of systems, evidenced by high user adoption rates and continuous optimisation that delivers improved efficiency, accuracy, and user experience
- You will be able to make sound judgement on when to escalate matters identifying risks and looking at possible solutions.
- You will be a fast learner, with the ability to learn from previous examples.
- You will be motivated by the opportunity to deliver a high standard of service to the wider business whilst maintaining an excellent level of accuracy.

WE WOULD LOVE IT IF YOU COULD HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE WOULD LOVE YOU TO HAVE THIS
CIPD Level 3 (or working towards / willing to work towards) or equivalent experience in a people operations team	To ensure professional knowledge, judgement, and practical capability to manage people matters, deliver high-quality People operations experience, and provide credible advice.
Champion inclusion, equity and belonging, creating a positive culture where people feel respected, supported and able to do their best work	To align with Catch22's people-centric approach and its commitment to championing inclusion.
Stakeholder engagement and communication skills.	To effectively liaise with a variety of different stakeholders. Strong communication and interpersonal skills will also support handling sensitive matters.
People Systems/data analysis	Experience of using HR information systems, ATS and ticketing systems e.g. Zendesk with the ability to record data accurately and in a timely manner. Run basic reports from the systems and analyse data as and when required.
Workload prioritisation and meeting deadlines.	Sequence priorities and manage dependencies to ensure excellent customer service and employee experience in a fast paced environment.
Time Management skills	Able to work effectively under pressure with good time management skills on multiple tasks.

WE WOULD LOVE IT IF YOU COULD HAVE THIS

EXPERIENCE & KNOWLEDGE	WHY WE WOULD LOVE YOU TO HAVE THIS
Minimum 2 years' HR administration experience in a generalist role.	Relevant experience of carrying out general HR administrative tasks will ensure a strong understanding of the end-to-end employee lifecycle tasks, including recruitment, onboarding, employee relations, payroll changes, and compliance requirements while building the judgement needed to handle sensitive information and prioritise effectively in a fast-moving environment.
Excellent attention to detail and accuracy when processing data. Maintaining accurate records and producing employment documentation	Data integrity as the reporting will rely on data that has been captured and will be used by senior leaders for decision making. To prevent risk as errors in contracts, payroll, right-to-work checks, or case documentation can lead to legal exposure or financial penalties.
Strong literacy and numeracy skills.	Literacy and numeracy skills enable interpretation of workforce data, and clear communication with stakeholders.
Proficiency in Microsoft Office applications	Using a variety of Microsoft Office Applications to complete tasks will be required on a day to day basis.
Governance and keeping in line with health, safety and effective management of risks.	Understanding of Safer recruitment, Data Protection and GDPR principles to keep us legally compliant. Able to maintain confidentiality when dealing with matters that are highly sensitive.
Willingness to travel across services/sites and ability to meet any role-specific requirements.	To meet the needs of the role.

If you think you could do the role, but don't have everything on this list, we would still love to see an application from you - particularly if you have lived experience. We ask everyone to provide a supporting statement detailing their experience and will shortlist the most qualified people for the role from this.

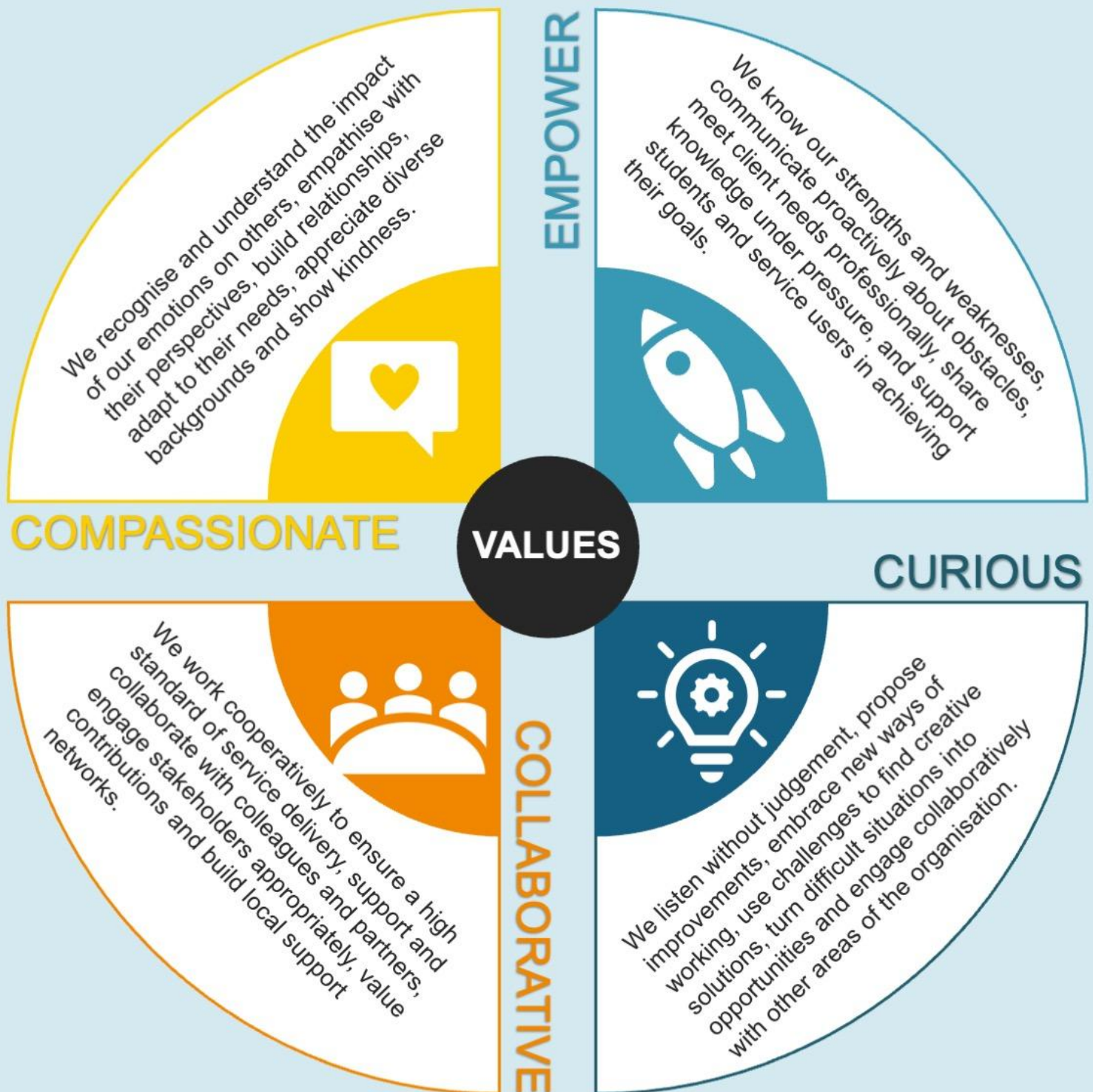
WHERE THE ROLE FITS IN CATCH22

- You will report to the People Operations Manager.
- Working closely and collaboratively with the ER and Wellbeing Advisers, Payroll Manager, Strategic Business Partners and the wider people and culture team, line managers, employees, external stakeholder and a variety of internal stakeholders from across the business to ensure excellent customer service and employee experience.

REPORTS TO	People Operations Manager
LINE MANAGEMENT RESPONSIBILITY	N/A
BUDGET RESPONSIBILITY	N/A

OUR BEHAVIOURS

Who we are at Catch22 is determined by 'The How' (our behaviours) and 'The What' (our capabilities and skills). Our Behaviour Framework ('The How') guides how we work, make decisions, and engage with others. It is important because it ensures our values are reflected in everything we do, helping us build trust, deliver consistently high-quality outcomes, and create a positive, inclusive workplace.



OUR VALUES

Our values are at the heart of everything we do. They were created by colleagues across Catch22 and guide how we work together to support others.



We're compassionate

We care about people, supporting them to move forward.



We empower others

We give people the knowledge, skills, and opportunities to thrive.



We're collaborative

We do things with people, not to them.



We're curious

We explore, innovate, and challenge to improve what we do.

ADDITIONAL INFORMATION

The post holder will be required to comply with all policies and procedures issued by Catch22.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.

