

Samworth Brothers

QUALITY FOODS



ROLE PROFILE			
Job title	People Portal Administrator	Date	Sept 2024
Business	Group Functions		
Department	Group People		
Location	Leicester (hybrid)		
ROLE SUMMARY			
<p>Part of a team who are the first point of contact for all People Portal system queries. Focused on supporting Payroll and People teams, the ongoing governance and maintenance of the People Portal and supporting system development both proactively and in response to business change</p>			
REPORTING STRUCTURE			
Reports to	People Portal Team Leader		
Direct & indirect reports	None		
Key internal stakeholders	Site People teams, Payroll Team, PAT, Line Managers, all colleagues		
Key external stakeholders	Access Group, Acre International (TDS)		
SKILLS & ABILITIES			
<ul style="list-style-type: none"> • Ability to provide front line support and training to end users of the People Portal System • Ability to trouble shoot basic issues and escalate more complex issues as appropriate • Provide system reports within SLA timescales • Maintain internal database files and tables; develop custom reports to meet the requirements of the wider group. • Perform data imports and exports into the system • Provide an escalation point for resolution of queries • Provide customer service, each query is assigned a priority level and aimed to be closed within the SLA agreed deadlines • Maintain and create work instructions where appropriate • Maintain the People XD system, specifically contributing to data integrity and system upgrades • Modify software requirements ensuring consistency is maintained based on changing business needs. • Create and maintain documentation 			
KNOWLEDGE & UNDERSTANDING			
<ul style="list-style-type: none"> • Knowledge of HR processes • Understanding of testing system changes 			
QUALIFICATIONS, EXPERIENCE, TECHNICAL SKILLS / KNOWLEDGE			
<p>Previous experience of working within either a payroll or people function, 1 year minimum</p> <p>Experience of working with cloud-based systems, ideally PeopleXD (CoreHR), creating documentation and delivering system training</p> <p>Computer literate, including Microsoft Word, Excel, PowerPoint, SharePoint, Outlook, Office 365 and MS Teams</p>			

CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS

Competency	Descriptors
Values People	<i>Demonstrates the belief that people are our most important asset and central to the success of the organisation. Everybody should be treated with dignity and respect at all times.</i>
Customer Focus	<i>Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.</i>
Collaborative Team Working	<i>The willingness to act as part of a team and work towards achieving shared objectives through adopting best practice in line with our Purpose Statement and Company Values.</i>
Flexibility & Adaptability	<i>The ability to change and adapt own behaviour or work procedures when there is a change in the work environment, for example as a result of changing customer needs.</i>
Initiative & taking ownership	<i>Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.</i>