Working at Broadland and South Norfolk District Council

Job Role: People Team Administrator

Department: People Team

Directorate: Chief of Staff

Purpose:

To provide an effective administrative service covering the full employee lifecycle from leavers to starters in an efficient, professional and confidential manner. Working within the People Team, supporting the People Partner model to assist with the delivery of the team objectives and the organisation's delivery plan.

Main duties and responsibilities:

- Act as the first line of contact for all basic queries, from a number of stakeholders, mainly internal managers and employees with occasional contact with members of the public and suppliers including but not limited to policies, systems and procedural queries and guidance, providing relevant advice to stakeholders where required.
- Take responsibility for ensuring all queries via telephone, email, LiveChat, post and social media are answered promptly and accurately, prioritising as appropriate.
- Participate in the weekly Helpdesk rota, manning the desk on allocated days and providing cover where required.
- Provide administrative support to the People Team, supporting projects as and when required as directed.
- Manage the employee lifecycle process from start to finish including recruitment, onboarding, learning and development and offboarding, carrying out all administrative and practical duties as required. Seeking guidance from a senior member of the team where issues arise or legislative guidance is needed.
- Raise sales ledger invoices and purchase orders and undertake reconciliation and goods receipting as required.
- Assist in the development and implementation of new office systems, processes and procedures and look to continuously improve existing systems and processes, to meet the overall objectives and service requirements.
- Assist the People Partner Team with any administration related to training courses and events, including room bookings, catering bookings, logging training records to Vista, administering Skillgate, communicating with attendees etc.
- Provide document scanning and indexing services.
- Ensure the relevant People Team databases and trackers are up to date, accurate and compliant with legislation.
- Ensure accurate and confidential data input on all relevant systems.
- Produce and issue all relevant documentation, including contracts, offers, variation letters etc., with oversight from the Officer where required.
- Ensure compliance with council processes, policies and procedures including, but not limited to finance, performance, HR , governance, health and safety, information management, data protection and equalities.

- Over 86% of this role's time will be spent on external communication.
- Any other appropriate duties as directed to support the Council in achieving its objectives.

There will be a requirement to work geographically across Council's sites

Role specific qualifications, experience, skills and abilities

Criteria	Essential or Desirable	
Education and Qualifications		
Educated to GCSE level including Maths and English at Grade 4/C or above.	E	
NVQ level 2 or above in Business Administration is or equivalent administrative experience in a similar or related role.	E	
Experience and Knowledge		
Experienced in dealing directly with customers professionally and confidently through a variety of channels, including verbal and written.	E	
Practical experience of developing and implementing new administrative systems.	E	
Skills, Abilities and Competencies		
Ability to work off own initiative, whilst supporting a team environment.	E	
Proven customer care skills and the ability to handle difficult customers to resolve issues, with the ability to identify when it needs escalating to a different member of the team.	E	
Evidence of well-developed administrative skills with the ability to operate a variety of IT systems at one time.	E	
Proven adaptability and willingness to multi-task, manage workloads and prioritise effectively across service areas, ensuring accuracy and attention to detail is maintained to a high level at all times.	E	
The ability to gain in depth knowledge of statutory council services, procedures and legal requirements and their practical application.	E	
An appetite to continuously learn and develop, willing to take things on and give them a go.		D
One Team Values and Behaviours		
Passionate and flexible	E	
Trustworthy and respectful	E	
Customer focused	E	
Collaborative	E	
Big and bold thinker	E	
Entrepreneurial and commercial	E	

February 2026