Job Title: People Assistant
Location: Bolton Office, (Initially 3 days in the office, 2 days WFH. Moving to 2 days in office with 4dww)
Reports to: Employee Relations Business Partner
Accountable to: Head of People Services
Links to: Wider People Team, Line Managers, Central Services Teams

Salary – Up to £28k depending on experience

**About Us**

At Outcomes First Group, we believe every child can thrive when given the right environment for success. As one of the world’s leading providers in our sector, we deliver exceptional, research-led education tailored to each individual, with smaller class sizes and personalised learning plans. Our vision is to empower every child with a world-class education that nurtures potential and inspires lifelong learning. Our mission is to unlock that potential through personalised learning and opportunity, and our promise is simple: we listen, we work together, and we are accountable to one another to make the remarkable happen.

**Job Purpose**

To provide day-to-day support to the Employee Relations Leader and wider People Team, acting as the first point of contact for HR and ER queries. The role bridges the gap between an Assistant and a People Advisor, offering exposure to employee relations, case management, and policy application, while delivering high-quality administrative and advisory support to colleagues and managers.

**Key Responsibilities**

* Provide first-line advice and guidance to managers and colleagues on people policies, procedures, and ER matters.
* Support the Employee Relations Leader with case management, including disciplinaries, grievances, absence management, and performance issues.
* Draft letters, reports, and documentation relating to ER cases and HR processes.
* Manage inboxes, respond to routine queries, and escalate complex matters appropriately.
* Maintain accurate HR records, ensuring compliance with GDPR and safeguarding standards.
* Assist with preparing data, reports, and tracking of ER metrics and KPIs.
* Contribute to People Team projects and initiatives, including wellbeing, engagement, and training programmes.
* Build strong relationships across the Bolton office, supporting managers and employees to deliver a consistent and positive colleague experience.

**Person Specification**

**Essential Experience**

* Previous experience in an HR/People role, providing advice and guidance on policies and procedures.
* Strong administrative background with excellent attention to detail.
* Confident communication skills and ability to build relationships at all levels.
* Ability to work discreetly with sensitive and confidential information.
* Organised and able to balance multiple priorities in a fast-paced environment.

**Desirable Experience**

* Some employee relations experience (case management support, absence management, or supporting disciplinaries/grievances).
* Experience working in education, care, or another regulated environment.
* Familiarity with HR systems and data reporting.

**Standard Responsibilities**

* Participate in annual performance review programme.
* Work in accordance with OFG Group policies and statutory regulations.
* Maintain strict confidentiality at all times.
* Comply with Health & Safety requirements for personal and colleague wellbeing.
* Safeguarding and promoting the welfare of children, young people, and vulnerable adults.
* Undertake other duties as assigned.

**Measures**

SLAs: Response times for ER queries, timely production of case documentation.
KPIs: Accuracy of records, case resolution timelines, manager feedback, contribution to engagement and wellbeing initiatives.

**Experience, Skills & Qualifications**

* CIPD Level 3 or working towards (desirable).
* Ability to work attentively and accurately with data inputting.
* Proficient in Microsoft Office Suite and HR systems.