

Employee Support Assistant Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Employee Support Assistant

Position in the Organisation

Reports to the Employee Support Team Leader.
Member of Employee Support Team.
Part of our People Directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

We know a great employee experience, where people want to join us, stay with us and team up with us, leads to a great experience for the people we support.

Employee Support are the first point of contact for our employees; we support them to navigate the systems and processes that are part of working for or with the Society, from when people join us through to leaving. We provide advice and support to managers and individuals on our policies & processes, making things easier and clearer for everyone as we deliver our work for people affected by dementia.

Employee Support has a critical role in ensuring that the information that we hold in our systems about our people is accurate and up to date. The Society relies on the data we hold in people systems for payroll, effective business management and compliance/reporting. As Employee Support Assistant, you will be the first point of contact for system & process administration and enquiries, signposting managers & employees to information & guidance.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A Trusted Expert who believes in working Better Together and demonstrates true Compassion.

Key Accountabilities and Responsibilities

- Act as the first point of contact for all enquiries, via central email accounts, related to employment & management.
- Signpost employees and managers to relevant policies & information.
- Responsible for triaging enquiries to the relevant specialist teams in POD where appropriate.
- Process employee changes, following relevant processes.
- Update our People System, ensuring a high level of data quality is maintained.
- Ensure key deadlines are met such as payroll processing dates & service standards.
- Monitor data reports and ensure compliance with key processes.
- Process & monitor Criminal Record Checks for our employees and contractors.
- Support users of the people system, enabling them to efficiently and accurately process people data to agreed standards.
- Maintain knowledge management systems within the team, keeping appropriate records and filing systems and ensuring they comply with all data protections regulations.
- Contribute to the review and continuing improvement of team working practices and processes, proactively identify better ways of working.
- Play a part in the delivery of the POD vision by contributing to and supporting projects in the directorate and team business plans.
- To undertake any other duties or projects commensurate with the nature and grade of this post as required.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect.
- of their role, monitoring data and recommending action as required.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society

Person Specification and Selection Criteria

Skills & Knowledge	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Experience of working in a customer focused administration role	E	A
Experience of working in a Human Resources administration role	D	A
Experience of developing good working relationships with colleagues and customers	E	A/I
Experience of using a human resources system/database or other type of database	D	A
Experience in using Microsoft office suite including Word and Excel	E	A
Ability to explain complex and technical information clearly and simply	D	I
Experience of working with confidential information and an understanding of data protection principles	D	A
An understanding of and a commitment to equal opportunities	E	I

Competencies & Personal Attributes	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Able to work as part of a team and contribute to shared goals	E	A/I
Takes a continuous improvements approach to processes and procedures, regularly identifying and recommending positive changes	D	I
Ability to think creatively and problem solve	E	I
Excellent attention to detail	E	A
Resilient and responsive to changing demands	E	I
Excellent communication skills; able to communicate verbally and in writing to a variety of audiences	E	I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post

holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave