

# SAMWORTH BROTHERS

ROLE PROFILE			
Job title	People Administration Service (PAS) Associate	Date	Dec 2025
Business	Group Functions		
Department	People		
Location	Oak Meadow		
ROLE SUMMARY			
<p>The PAS is responsible for the administration of people processes on behalf of all the businesses within the Samworth Brothers Group. This role requires outstanding customer service, with a focus on providing a great colleague experience with each and every contact. The administrative tasks are diverse with many variables so a high level of detail focus and investigative enquiry is required to ensure that our processes are executed consistently, accurately and in the most efficient way with a focus on continuous improvement. The team will provide process training, advice and guidance to People Teams and colleagues.</p>			
REPORTING STRUCTURE			
Reports to	People Lead (Policies, Process & Governance)		
Direct & indirect reports	N/a		
Key internal stakeholders	People, Payroll & People Portal Teams and Colleagues at all levels		
Key external stakeholders	Third Party Service Providers		
KEY ACCOUNTABILITIES & RESPONSIBILITIES			
<ul style="list-style-type: none"> <li>Understand fully the process steps for each process PAS are responsible for</li> <li>Follow the administration guides to ensure any variables, that may need to be considered within each process, are consistently applied.</li> <li>Accurately execute the PAS processes within the specified service level agreement.</li> <li>Provide an exemplary customer service experience for all those interacting with the service both internally and externally.</li> <li>Continuously look at ways to improve process efficiency whilst maintaining accuracy and timeliness.</li> <li>Ensure that people systems (internal &amp; third party), information and data are accurate, up to date, managed and held in a format which follows current legislation (e.g. GDPR) and customer standards/codes of practice.</li> <li>Ensure accurate and compliant filing and storage of colleague documentation through own activities and through supporting People Teams in the correct use of the People Repository</li> <li>Ensure new People Team members are trained in PAS processes and the People Repository.</li> <li>Provide process advice and guidance to People Teams and colleagues.</li> <li>Identify discrepancies and proactively problem solve, escalating more complex issues as required.</li> <li>Work collaboratively with other people services teams, sharing knowledge and supporting each other, to provide effective and efficient people services support to the group, it's People Teams, line managers and colleagues, working in alignment with the group Purpose &amp; Values.</li> <li>As appropriate, be responsible for any other tasks, projects, duties and work streams which contribute to the success of the PAS and the overall People Strategy.</li> </ul>			

### QUALIFICATIONS, EXPERIENCE & ATTRIBUTES

- Proven experience in administration in a busy environment including producing letters and maintaining comprehensive records (Essential)
- Experience in a similar role with knowledge of HR (Desirable)
- People HR system experience (Desirable)
- Computer literate, including all aspects of Microsoft Office/Office 365
- Can work to schedules and deadlines with high attention to detail.
- Experience in a Customer Service environment
- Has a curious mind and can easily use knowledge to identify discrepancies
- Enjoys solving problems
- Patient and able to work calmly under pressure
- Able to build effective relationships at all levels of the business
- A positive, proactive and can do attitude
- Must be able to be discrete, maintain confidentiality, integrity and trust

### CORE COMPETENCIES, ATTRIBUTES & BEHAVIOURS FOR SUCCESS

Competency	Descriptors
Values People	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.
Customer Focus	Is passionate about quality, striving to continuously make a positive difference for our customers and our consumers.
Collaborative Team Working	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.
Flexibility & Adaptability	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.
Initiative & taking ownership	Steps up to take on personal responsibility and accountability for tasks and actions in line with our Purpose Statement and Company Values.