

Job Description

Job title	People Officer	Grade	C
Department	People & Operations		
Team	The People Team		
Responsible to	People and Talent Partner		
Revision Date	February 2026		

Purpose of the job

To provide administrative support, processes and procedures to the People Team and provide general HR advice and guidance to staff and managers. Assist in improving staff welfare, engagement and organisational performance.

The People Officer will play an essential role in ensuring that staff's HR needs are met and managed to a high standard.

This role supports the maintaining, reviewing and updating of HR systems at the IOP, particularly Harbour (recruitment system) – in the absence of the People & Talent Partner, WorkBuzz, Zinc (Right to work check platform) and iTrent (HRIS).

Context of the job

The People Team is the first port of call for managers and employees alike, who may seek information and guidance on a variety of topics including policies & procedures, benefits, health and wellbeing, payroll queries, development & progression, salary and pension provision.

The People Officer provides the primary support to the People function for the Institute of Physics. The post holder works closely with the People Partners to provide a professional and responsive HR service to managers and employees across the Institute.

The role is responsible for maintaining and assisting with a whole range of human resource activities, including: HR processes, accurate record keeping, processing data and paperwork to ensure legal compliance, in addition to payroll and benefits administration.

The post holder will regularly work with/liase with other staff members including the payroll manager, the IOPP HR team and external contacts.

Key decision-making in the job

- Provide pro-active, customer-focused HR support covering all stages of the employee life cycle, in addition to providing operational support to the People Team
- Take the lead on new starter and off boarding processes
- Entering the monthly payroll for the entire organisation

Accountability of the job
<ul style="list-style-type: none">• Reporting to the People & Talent Partner• Monitor the People Team inbox and respond to queries in a timely manner• No line management responsibility• Ensure Data Protection (GDPR) legislation is adhered to• Ensure that IOP policies and procedures are maintained in full compliance with legislation / best practice and IOP ways of working• Delivering and having an overview of the induction and probation process• Attendance at the Executive new starter breakfasts, liaising with the Executive PA• Provide daily HR guidance to line managers and employees of the IOP• Support employees with annual leave queries and calculations• Support in managing the quality and confidentiality of data held within the HR system and other HR software – offering guidance, suggestions or support where appropriate• Working with IOPP to continuously explore different areas of the iTrent system, improving the functionality and user experience of the system• Working with the Workplace team, to maintain focus on IOP’s wellbeing initiative• Liaising with IOP’s staff survey partner (currently Workbuzz) to provide all employee data needed to run surveys
Organisational chart
<p>The Institute of Physics is an open and inclusive organisation that welcomes and celebrates diversity.</p> <p>IOP Institute of Physics</p> <hr/> <p>The People Team</p> <pre>graph TD; A[Director of People & Operations] --> B[People Operations Manager]; B --> C[People and Policy Partner]; B --> D[People and Talent Partner]; D --> E[People Officer];</pre> <p>The organisational chart for The People Team shows a hierarchical structure. At the top is the Director of People & Operations, who reports to the People Operations Manager. The People Operations Manager has two direct reports: the People and Policy Partner and the People and Talent Partner. The People and Talent Partner has a further report, the People Officer.</p>

Main responsibilities of the role	
•	Under the guidance of the People Partners, provide general HR advice and guidance to staff and managers on HR policy, procedures, and benefits
•	Maintain accurate personnel records and ensure compliance with data protection regulations, including RTW checks via Zinc and offboarding via the WorkBuzz platform
•	The timely and accurate generation and issue of employment contracts/amendment to terms and associated paperwork
•	Oversee monthly payroll procedures and maintain IOP's HR system iTrent for accuracy. Respond to IOPP payroll related queries in a timely manner and assist in resolving payroll issues.
•	Monitor the People Team inbox and respond to queries in a timely manner
•	Enhance administrative processes to optimize HR efficiency
•	Support the People Operations Manager and People Partners to develop and implement HR projects in line with IOP's strategic plan
•	Support the People Operations Manager and People Partners with any departmental restructures as appropriate and necessary
•	Support the People Team with the employee life cycle of on-boarding and off-boarding, including the updating of systems and files management where appropriate
•	Generate system reports as and when required
•	Leading the organisation of the Hay panelling ensuring coordination, recording results, facilitating panels and ensuring that there are a strong and diverse selection of Hay panellists at all times
•	Promote equality, diversity and inclusion, ensuring that this commitment is reflected in all of our practice and a working atmosphere where everyone is treated with dignity and respect

Person Specification

We are looking for someone who...
<ul style="list-style-type: none"> • Has a drive for results, who can be counted on to meet or exceed goals successfully • Can manage and measure work effectively, taking responsibility for tasks and decisions • Is customer focussed and dedicated to meeting the expectations and requirements of internal and external customers / partners • Has great functional/technical knowledge and skills to do the job at a high level of accomplishment • Is committed to their personal learning, picking up on the need to change personal, interpersonal, and where applicable managerial behaviour quickly
Experience this person should have is...
<ul style="list-style-type: none"> • Proven experience working in a similar HR role • Experience of applying excellent organisational and communication skills • Experience working in a busy and varied role in a fast paced environment • Experience using HR systems, ideally iTrent (Electric theme) • Experience of working autonomously • Experience of preparing and monitoring contractual information and other essential HR documentation

Knowledge and skills this person requires are...

- Strong working knowledge of employment law and HR best practice
- Maintains a confidential and professional approach
- Absolute attention to detail
- Ability to work with minimum supervision, prioritise workload and handle multiple tasks
- Resilient and adaptable
- Highly developed communication skills, both in a written and verbal manner (in a clear and accessible way)
- Strong focus on customer service with a proactive and professional approach
- Actively supports IOP's vision of promoting a positive approach to diversity and equality of opportunity by encouraging good relations and practices towards different minority groups and preventing discrimination
- Develops, encourages, promotes and maintains polite and effective communication / liaison at all levels with external services / agencies (where appropriate)
- Strong interpersonal skills with ability to listen, discuss, negotiate and provide advice on difficult, complex or sensitive issues
- Strong sense of professional boundaries and the importance of confidentiality
- Professional and diplomatic approach with people at all levels
- Some experience / understanding of HR recruitment platforms
- Team player – the ability to work co-operatively with others to achieve common goals
- Negotiation skills – the capability to explore different positions and alternatives to reach outcomes that gain acceptance of all parties
- Proactive – to think ahead and act to ensure the smooth completion of team/individual aims and objectives
- Dependable – able to complete tasks to high standard and to deadline
- Organisational skills – ability to work with minimum supervision, prioritise workload, and handle multiple tasks
- Computer literate – good working knowledge of Microsoft Office

Other requirements

- Eligibility to work in the UK
- The ability to undertake occasional travel on behalf of the IOP
- Act as an ambassador for the organisation when representing it externally

The duties and responsibilities outlined in this job description are indicative of the role, however, they are not exhaustive and may be subject to change

Qualifications required are...

- Graduate member of the CIPD or working towards it – *desirable*