



HR Assistant

Full time, permanent

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N22 7AY • 02 08 36 5 2121 •
ALEXANDRAPALACE.COM
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TRATION NUMBER: 281991



ABOUT ALEXANDRA PARK AND PALACE



Affectionately known as “The People’s Palace’, Alexandra Palace is one of London’s most iconic destinations. For over 150 years, it has stood as a beacon of creativity, community and culture—home to world-first innovations, unforgettable entertainment and open access to green space across 196 acres of parkland in North London

ROLE DESCRIPTION

The **HR Assistant** will provide administrative support to the HR team helping to deliver an effective, compliant and customer focussed people service. This is a generalist role, and the post holder will be involved with recruitment, learning and development, payroll, ER casework, policy development, employee engagement, and project work.

You will have administrative experience with excellent attention to detail and experience supporting recruitment processes and procedures. The ability to work with confidentiality and discretion is essential.

As part of the development of this role we will support you in achieving CIPD level 3 or 5 including paid time off for study leave.

The salary is **£30,647 pa**

This is a full time, permanent position working 09:00 – 17:30 Monday to Friday

In return for your hard work we offer:

- Generous annual leave – **28 days** (including 4 Christmas closure days) + Bank Holidays
- Opportunity to enter a ballot for **free event tickets**
- Summer and Winter social parties
- Discounts across our on-site catering units
- Access to a free and confidential Employee Assistance Programme + more

HOW TO APPLY

To apply for the role of **HR Assistant** please send your CV and cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com,

The closing date for applications is **5pm Monday 1 December 2025**

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Unfortunately, due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

Job Title	HR Assistant
Department:	HR
Responsible To	HR Business Partner
Overall job purpose	To provide administrative support to the HR team helping to deliver an effective, compliant and customer focussed people service.
Key internal relationships	This post is expected to develop relationships with all staff
Key duties and responsibilities	1. Coordinate end to end recruitment leading the process from advert through to formal offer stage assisting with job packs, advert copy, filtering applications, interview arrangements, offers, references, pre-employment paperwork, eligibility documentation and pre-employment mandatory training. 2. Assist with monthly payroll processing updating the HRIS (iTrent) with new starters and leavers ensuring information is accurate and up to date. Submit monthly information to Pension Providers, Scottish Widows and deliver HR tasks in line with monthly payroll closedown. 3. Support managers with staff induction programme and appraisal process, delivering HR induction, and tracking progress through probationary paperwork, annual objectives, mid-year reviews and end-of-year appraisals. 4. Assist with the organisation and delivery of learning and development programmes by identifying potential training dates in line with diary availability, liaising with suppliers and booking rooms and resources. Keep accurate records of compliance training and schedule reminders for refresher and repeat training. 5. Develop knowledge of HR systems (iTrent, Kineo e-learning, Certn) helping to trouble shoot common questions / queries from staff. 6. Provide administrative support with ER casework logging disciplinary, grievance, performance, and absence issues working with confidentiality and discretion 7. Promote staff engagement by supporting strong internal communications sending out email bulletins relating to staff updates, social opportunities, recruitment campaigns and ad hoc announcements. 8. Support with project work as and when required including annual staff survey and pay review. 9. Proofread HR policies and procedures ensuring that the most up to date versions are saved and accessible to staff

Person Specification	<u>Essential</u> Education / Qualifications / Memberships Educated to GCSE level or equivalent with grades 9-4 (A-C) in English and Maths CIPD Level 3 Foundation certificate or equivalent work experience Experience Administrative experience preferably gained within a HR team Experience supporting recruitment processes and procedures Skills and Knowledge Interest in general HR function including Recruitment, Payroll, Employee Engagement, Learning and Development, Pay and Reward and ED&I processes and procedures Customer focussed Excellent verbal communication skills Highly organised with the ability to work to deadlines Ability to work with confidentiality and discretion Excellent attention to detail with the ability to keep accurate records Willingness to undertake further training Competent using Microsoft Office including Word, Excel and Powerpoint	<u>Desirable</u> CIPD Level 5 Mental Health First Aider Experience using HRIS (iTrent) Experience using an e-learning platform (Kineo) Experience collating monthly payroll information and working with data A good understanding of employment law and best practice Awareness of Alexandra Palace's offer, events and operations
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DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

No direct reports

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff.

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2

I. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	• Work with other teams to raise and solve issues • Hold regular meetings to gain team input • Be visibly available to my team • Book weekly catch ups with other teams • Think and act as one organisation • Pro-actively talk to others rather than sending emails	• Encourage silos or working in isolation • Think our work is more important than that of other teams • Make decisions without consulting other teams that may be impacted

2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	• Try new ideas and think outside the box • Look for possibilities and opportunities everywhere – taking time to think creatively • Have faith in my ideas and find my voice • Encourage the ideas of others more often • Utilise the experience of the whole team • Strive to improve the customer experience • Encourage others to see mistakes as learning	• Say “I can do better” but then do nothing • Accept something just because it is the way it's always been done • Shut down ideas without thinking about the pros and cons • Resist change because it is too challenging • Think “I can't do it” • Say “No” but not explain why

3. We are **OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	• Get to know my team members • Be human – show empathy and care for others • Thank people and make them feel good • Accept all - embrace different points of view • Confront difficult situations with openness, sensitivity, care and empathy • Pro-actively address exclusion and discrimination	• Exclude people because I find them difficult or challenging • Ignore or belittle the ideas or thoughts of others • Allow our own view to prevail not taking into account differences of opinion or approach • Tolerate exclusion or discrimination • Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are **PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	We Will	We Won’t
Level 2	• Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do	• Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams

5. **We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	We Will	We Won’t
Level 2	• Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work	• Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me