

Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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Job title:	HR & Information Governance Assistant	Location:	Cirencester
Department:	HR	Service:	HR
Reports to:	Senior HR Business Partner	Working Hours:	Up to 37hrs per week, Mon - Fri
Job group:	Process & Internal Support	Peer group no:	PGC5
Business World Post number:	880001512	Direct Reports (if applicable):	NA
FTE Salary pro rata:	£25,224 - £27,294 (plus 26/27 pay award)	Contract type:	Permanent

Main purpose of this specific role:	This role plays a key part in supporting Publica primarily through the daily management of our unplanned absence line. You will also be required to support our compliance and information team working on Freedom of Information requests (FOI's) and Subject Access Requests (SAR's). This role requires a diligent approach to administration and record keeping and you will need to demonstrate excellent attention to detail. You will be confident in communicating with employees over the telephone, liaising with managers and working across various departments. You will need to be flexible, organised, confidential, hardworking and self-motivated.
Main requirements for this specific role:	To answer the unplanned absence telephone line in a timely manner and provide support to the caller, ensuring the correct questions are asked and recorded.

	• Maintain the unplanned absence line tracker and communicate with the appropriate people to ensure individual absences are known to the relevant team. • Be responsible for closing out all absences following a defined process, recognising when a situation requires escalation or additional attention. You will work closely with the HR Business Partners on such cases. • To maintain the annual appraisal tracker. • To provide reports where required on areas such as absences and appraisal completion • To support our information governance and compliance team in the coordination of Freedom of Information requests and customer complaints including logging, allocating and chasing responses. • To support the information governance and compliance team with the completion of subject access requests (SARs) including collating, renaming and redacting documents. • To proactively manage own workload, working with the rest of the team to ensure all service support is provided. • Ability to work across multiple teams and manage workload and priorities • To have a flexible mindset and work with changing priorities.
Essential qualifications/skills /experience specific to this role:	• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English • Knowledge of data protection • Ability to establish and maintain good working relationships • Natural and engaging style of communication • Ability to apply good judgement and query issues where appropriate • Good attention to detail is essential
Desirable Requirements Qualifications, Skills and Abilities:	• The ability to learn new skills and tasks • Competent in using a range of technology and software packages, including Microsoft and Google • Good written and verbal communication skills
	Generic Job Profile:
Main Purpose of a role within this job group:	The purpose of the role is:

	• To provide transactional services to support and assist the business function, process and service delivery • To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area
Key Responsibilities of a role within this job group:	• Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed • Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures • Ensure all relevant customers and company information is captured and recorded accurately • Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required • Update and maintain internal data and records • Identify issues and escalate issues which may potentially impact service delivery • Undertake any other duties as reasonably required to do so
General Accountabilities:	• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities. • The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Full UK Driving License • Ability to travel/ access to a vehicle for work purposes

	Your role will require a Baseline Personnel Security Standard Check (BPSS)	
Date reviewed:		
Reviewed by:		
Manager job title:		
Checked HRBP	Kate Wilkins	23/10/2026