



CAREER OPPORTUNITIES

Job Description: **People Assistant**

WELCOME TO PCI PAL

PCI Pal is a fast growing technology company providing SaaS-based solutions that enable businesses to take secure and frictionless payments in their organization and to step confidently into a more digitally diverse future.

We enable contact centers and teams around the world to deliver a payment experience that customers trust and allows them to use their payment method of choice, over any channel, in a highly secure and compliant way.

Our expertise and leading technology have made us the preferred secure payment solution for leading brands as well as being resold extensively across our market leading partner eco-system that includes many of the world's leading business communications vendors such as Genesys, Zoom, Talkdesk, and RingCentral; as well as payment providers such as Worldpay, Stripe, and Civica.

THE OPPORTUNITY:

An exciting opportunity for a People Assistant providing support to the HR team with day-to-day administrative tasks, recruitment, onboarding, employee relations and engagement. This role is ideal for someone who is passionate about HR, enjoys working in a fast-paced environment, and is eager to contribute to the growth of PCI Pal. You'll need to learn quickly, be happy to contribute ideas and research, and work with the team to bring new concepts to life.

YOU WILL BE RESPONSIBLE FOR:

- Being the first point of contact for HR questions.
- Providing day to day HR support for PCI Pal employees across the UK, US, ANZ, Spain and Canada.
- Building awareness of global employment law, maintaining our online handbooks are updated and ensuring the business remains compliant and follows best practice.
- Updating the intranet (Hive) with news and information.
- Supporting the hiring process, including logging CVs, booking interviews, coordinating feedback, updating our website careers page, and ensuring candidates have a positive experience regardless of the outcome.
- Ensuring new starters have the relevant forms and paperwork completed prior to joining the business, including background checks, onboarding forms and creating and booking meetings for the first 2 weeks.
- Developing your skillset to become an expert in our HR systems, and highlight new technology to make further improvements or efficiencies.
- Building reports and using data to help the team make evidence based decisions. This may involve using existing data, or proactively researching other sources.
- Coordinating training for the company, including administration for our People Success programme.
- Supporting people cases, including medical, disciplinary and performance issues.
- Other tasks as and when required to support both the People team and wider company operations.



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WE WANT TO HEAR FROM YOU IF YOU:

- Have already some experience working in an HR/People capacity.
- Ideally have worked in a tech or scale up company, and understand both the challenges and opportunities this can present.
- Have good organisation skills and can deal with multiple projects and priorities.
- Are an excellent communicator, and are able to build strong relationships and credibility with people.
- Are a self-starter, and are comfortable seeking out new ideas and initiatives, and can work independently to deliver these.
- Are happy to travel if and when required.
- Are ideally CIPD Level 3 qualified , or qualified by experience.
- Are happy to work flexibly to meet deadlines.

IN RETURN WE OFFER:

- 25 days per annum with length of service
- Private medical, dental and optical insurance cover
- Additional day off on your birthday
- Hybrid working – with some time spent in our Ipswich office
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- UK: Electric Vehicle Scheme
- “Work from anywhere” 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team (people@pcipal.com)