

Job Description

HR Coordinator

Date Updated:	10 th May 2023	Version:	1.2
Working Location:	Plymouth Office (with some home working)		
Reports to:	HR and H&S Manager		
Appraised by:	HR and H&S Manager		

Document History

Version	Date	Author	Change
1.0	15.02.2023	Vashti Stimpson	Created
1.2	10.05.2023	Vashti Stimpson	Additional responsibilities

Summary

- To work with HR Manager, HR team colleagues, wider support team colleagues and collaboratively across the full employee group to provide efficient, accurate and appropriate HR provision for the Company
- To support the development and integration of improvements across procedure, process and provision within HR and the People Strategy of the Company
- Administration for all aspects of HR – including internal and external communications, report production, review and development.
- To provide support for employee team in all aspects of welfare, wellbeing and workplace health including mental health.

Responsibilities

- Administration of HR records, systems and processes
- Supporting staff with all aspects of HR/People procedures and process
- Monitoring and maintaining HR, Recruitment and Training inbox. Being a first point of contact to HR via email or telephone, responding appropriately and answering queries (both internal and external) in a professional and timely way, triaging complex queries as appropriate
- Provision of administration, production of documentation and process for recruitment, onboarding, contractual change, procedural requirement and exit processes.
- Supporting the development of accessibility, inclusion and experience for the employee team through all stages of recruitment, onboarding, within post and exit
- Working collaboratively with colleagues in support and development of the Company People Strategy
- Compilation of statistical employee/people data to comply with reporting and audit schedule
- Supporting the administration for external quality and audit process in regard to HR/People
- Supporting the development of accessibility, inclusion and experience for the employee team through all stages of recruitment, onboarding, within post and exit
- Working collaboratively with colleagues in support and development of the Company People Strategy
- Provision of employee wellbeing, welfare and engagement processes

- Administration, process and development of the Employee Benefits, Reward and Recognition programs. Maintaining updates for employee information within company IT systems - including wellbeing, welfare, health etc for internal (and external where appropriate) view
- Administration of vacancy advertising. Processing of applications. Support administration for shortlisting of candidates and arrangement of interviews.
- Maintaining vetting, probationary and external referencing processes. Processing DBS checks and renewals.
- Completing accurate system and information update for all aspects of HR required for payroll in a timely manner
- Supporting social media output regarding vacancies, HR/People initiatives and the People Strategy program
- Ensuring secure, compliant and accurate recording and retention of information
- Monitoring of absence processes – recording of information, return to work meetings, absence management meetings. Supporting delivery of employee risk assessment, internal and external support provision and where appropriate Occupational Health referral.
- Supporting the provision of employee training and development. Maintenance of training information training agreements/documentation, accessibility updates, records and statistics.
- Collation and Analysis of employee feedback and questionnaires - including onboarding/induction and exit.
- Supporting Employee Voice and other employee groups both individually and as HR representative
- Meeting contractual or legislative document retention and data clearance obligations
- Producing appropriate analysis, statistics and reports within scheduled timeframes
- Identity badge processing for all staff and individual/team access security processing for Poseidon House
- Ensuring all confidential HR information is processed securely and meets all data security and GDPR legislation requirements
- Representing, where requested, in place of HR Manager for support, meetings, presentation of information/reporting etc both internally and externally to the Company.
- To negotiate and review with your line manager personal objectives, outcomes and training needs within the staff performance, appraisal and development scheme and take responsibility for own personal professional development
- To embrace and optimise the use of ICT within the role
- To ensure that all company policies and procedures including health and safety are adhered to at all times

Meeting and Metrics

- Internal Reviews
- Compliance to legislative and company requirement
- Attendance at meetings as HR representation or as support to employee group

Reports

- No direct reports

Skills and Experience

Essential:

- CIPD Level 3 Foundation Certificate/ NVQ 3 equivalent level qualification relating to People/HR
- Willingness to undertake further HR/People specific training/qualification
- Experience of working within HR/People department
- Experience of the processing and administration of secure, complex and confidential data, including personal data.
- Experience of working as part of a busy, collaborative team and demonstrative ability of effectively managing changing priorities
- Extensive experience in the use of ICT systems including Microsoft Word, Excel, Teams
- Experience in the use of an HR database/system.
- Experience of providing HR administrative and individual support.
- Experience of providing HR/payroll specific personal data administration.
- Experience in the inputting and maintenance of databases
- Experience of producing HR correspondence and understanding of accuracy requirements within HR documentation
- Excellent communication skills with the ability to engage with confidence, empathy, compassion, calmly and considerately
- Ability to attend/input both internally/externally in place of HR Manager where required
- Ability to organise and co-ordinate complex and changing processes
- Organisational skills – self and others, and ability to prioritise/re-prioritise effectively
- Ability to use your own initiative
- Ability to cope with the duties and responsibilities of the post and the associated working environment
- Ability to work from Plymouth office and at times from home
- Flexibility
- Ability (with own vehicle) to travel across the full geographic area of CSW to carry out some elements of this job when required

Desirable

- H&S, Welfare, Coaching – relevant transferable skills and training.
- Commitment to ongoing training and personal professional development
- Experience of Payroll processes or processing
- Ability to confidently communicate through all contact forms to both internal and external customers
- Experience of the use of Payroll databases and systems.
- Experience of the use of Sharepoint, Powerpoint.
- Experience of use of Civica systems
- Experience of report processing and visual data reporting
- Experienced in supporting in person, via email, MS Teams and telephone
- Confident and compassionate with the ability to adapt communication as required by situation
- Experience of working to timeframes within a busy team/department
- Experience of working within people related support services