

Job Description

Job Title:	People and Organisational Development Coordinator
Responsible to:	Senior People and Organisational Development Coordinator
Department:	People and Organisational Development
Direct Reports:	None
Budget:	None
JD date reviewed:	January 2025
Job Level:	13
Job Family:	How we operate

Job Purpose

The purpose of the People and OD Coordinator is responsible for providing comprehensive support to the organisation, handling day-to-day operations, and ensuring smooth execution of HR policies and processes. This role covers key HR areas such as recruitment, employee lifecycle management, payroll and benefits administration, compliance, and learning and development.

The role ensures the smooth operation of HR processes by coordinating recruitment efforts, managing new hire orientation and documentation, and maintaining accurate employee records supporting activities associated with the provision of an efficient, effective, and highly customer focused HR service.

Key Strategic Responsibilities

- To work effectively and efficiently as part of the People and OD Team, to deliver a customer focused HR complimentary service that exceeds expectations in supporting the organisation’s values and the achievement of its goals. Act as a first point of contact for employees with HR-related questions or concerns, providing advice and guidance in accordance with company policies.

Key Functional Responsibilities

Recruitment and Talent Acquisition

- Manage the full recruitment cycle, including job postings, candidate screening, scheduling interviews, conducting reference checks, and preparing offer letters.
- Collaborate with hiring managers to identify staffing needs and source qualified candidates.
- Support the development and implementation of recruitment strategies to attract diverse talent.
- Ensure a smooth and positive candidate experience throughout the recruitment process, providing constructive feedback to candidates and managers.

Onboarding and Offboarding

- Coordinate and facilitate the onboarding process for new employees, including preparing contracts, updating data systems, and conducting orientation sessions.
- Ensure all new hire paperwork and documentation is completed accurately and in compliance with legal requirements.
- Manage offboarding processes, including conducting exit interviews, processing final paperwork, and ensuring timely deactivation of systems access.

Payroll and Benefits Administration

- Assist with payroll processing, ensuring accurate and timely submission of payroll data, including new hires, terminations, salary changes, and deductions.
- Administer employee benefits programs, including health insurance, health plans, and other perks.
- Respond to employee inquiries regarding payroll, benefits, and leave policies, ensuring prompt and accurate resolutions.
- Support the pay and benefits processes and manage employee pay/benefits status changes per the pay policy.

HR Systems and Data Management

- Maintain accurate employee records in the HR Information System (HRIS), ensuring data integrity and confidentiality.
- Assist with system updates and ensure smooth integration of HR systems with other business functions.
- Conduct audits of employee records to ensure accuracy and compliance with legal requirements.
- Assist with internal and external audits related to HR documentation and practices.

Learning and Development

- Provide first point of contact advice, support, and resolutions with Learning and Engagement issues.
- Coordinate bookings for events including conferences and external training.
- Arrange and monitor the mandatory training to be undertaken by all employees
- Coordinate logistics for training sessions, workshops, and other learning initiatives.
- Track employee training records and ensure compliance with mandatory training requirements.

HR Advice

- General HR advice and guidance on the employee lifecycle including queries relating to pay, holiday, recruitment and the employee lifecycle.

Person Specification

Education and qualifications

- A good standard of education with at least GCSE's grade C or above or equivalent in Maths and English
- CIPD level 3 qualification or equivalent experience.

Experience

Proven experience of:

- Full employee lifecycle administration and support including recruitment, payroll administration, employee engagement, L&D and compliance.
- Working and providing support within an HR operations function
- Payroll, recruitment, and HR databases/systems

Knowledge and Skills

Knowledge of:

- The full employee lifecycle
- Strong knowledge of employment laws and HR best practices.

Skills:

- Excellent organisational and multitasking skills with a high level of attention to detail.
- Proficiency in using HR Information Systems (HRIS) and Microsoft Office Suite (especially Excel).
- Strong interpersonal and communication skills, with the ability to build relationships with employees and managers at all levels.
- Ability to handle sensitive and confidential information with discretion.
- Problem-solving and conflict-resolution skills, with a proactive approach to addressing HR-related issues.
- Excellent customer service skills
- Excellent eye for and attention to detail
- Excellent communication skills, verbally and written
- Excellent organisational skills and ability to prioritise own work
- Ability to work to deadlines, accurately and to a high standard
- Ability to work with staff at all levels, building and maintaining working relationships
- Ability to work as a member of a team
- Ability to work on own initiative and under pressure