

## Job Description

<b>Job Title:</b>	<b>Senior People and Organisational Development Coordinator</b>
<b>Responsible to:</b>	People and OD Shared Services Manager
<b>Department:</b>	People and Organisational Development
<b>Direct Reports:</b>	People and OD Coordinators
<b>Budget:</b>	None
<b>JD date reviewed:</b>	January 2025
<b>Job Level:</b>	15
<b>Job Family:</b>	How we operate

### Job Purpose

The Senior People and OD Coordinator leads the HR operations function by overseeing the coordination and implementation of key HR processes ensuring the effective functioning of HR operations and working to enhance the employee experience across the organisation.

This role leads all recruitment, onboarding, learning and development, payroll coordination, and HR operations for the organisation. (excluding employee relations casework).

### Key Strategic Responsibilities

- To work effectively and efficiently as part of the People & 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. Identifying opportunities for improving HR processes and workflows, ensuring efficiency, consistency, and alignment with business objectives. To oversee payroll changes and ensure that all Eastlight staff are paid correctly and on time, each month and HR processes are completed in a timely fashion and is legally compliant.

### Key Functional Responsibilities

- Manage and lead the People and Organisational Development Coordinators regarding all aspects of administrative responsibilities for recruitment, HR, learning and development, and payroll including general HR advice.
- To provide advice, guidance, and support in respect of all HR related activity, ensuring the promotion of good practice and compliance with relevant policies, procedures, and UK employment legislation.
- To work collaboratively with People & OD Team colleagues to ensure that our people are paid accurately and on time through the HR/payroll system and any associated activities.
- To maintain up to date knowledge in respect of UK employment law and HR best practice.

- Oversee the end-to-end recruitment process, ensuring a seamless candidate experience and timely hiring of top talent.
- Work closely with Talent Acquisition Manager to understand workforce needs and develop and implement effective recruitment strategies.
- Manage the application tracking system and ensure that the recruitment process is compliant with relevant laws and best practices, including diversity and inclusion initiatives.
- Lead the design and execution of the onboarding process to ensure new hires are integrated effectively into the organisation.
- Manage employee exits, including conducting exit interviews, offboarding processes, and ensuring compliance with legal and organisational requirements.
- Manage the learning management system, including mandatory compliance training that is up to date, arranging, managing, and managing compliance training programs to ensure that all employees are compliant.
- Undertake any checking to establish that all HR-related systems and processes are compliant with GDPR regulations.
- Ensure the accurate and timely processing of payroll, coordinating with the payroll team and/or external vendors as necessary.
- Oversee the management of the HR Information Systems (HRIS), including the ATS and LMS ensuring data integrity and accuracy.
- Generate regular reports on HR metrics, such as recruitment, learning compliance, and HR information, and provide actionable insights to leadership.
- Provide support across the People Team where required.

## Person Specification

### Education and qualifications

- A good standard of education with at least a grade A\* to C or equivalent in Math's and English
- CIPD level 5 qualification or relevant experience.

### Experience

Experience of:

- Generalist HR experience including payroll, recruitment, learning and development, and HR advice.
- Managing an HR operations function.
- Recruitment, learning and development, and HR databases/systems.

**Knowledge and Skills**

## Knowledge of:

- Employee lifecycle
- UK employment legislation
- Equality, diversity, and inclusion and practical application in the workplace
- Knowledge of HR systems and databases, including data collation and validation for payroll.

## Skills:

- Proficient in the use of Microsoft Office suite
- Excellent customer service skills
- Able to maintain confidentiality and act with pragmatism, discretion, and diplomacy
- Analytical and able to problem solve
- 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