Job Description

Job Title: HR Coordinator
Salary: £24,000 per annum
Hours: Part time, 28 hours per week
Responsible to: HR Manager
Contract type: Permanent

Summary

Reporting to the HR Manager, the post-holder will support with the delivery of high quality and efficient HR function across the organisation, with a focus on the following areas:

- Coordinating ER case work load for an organisation of approximately 250 staff
- Acting as a point of contact and support for managers and staff in relation to any queries, advising on best practice, Centre 404 policy and employment law
- Compliance for all new starters and renewals as applicable, DBS, eligibility to work, references, etc.
- Provide a high level of support and administration for our wider HR activities

This is an exciting and varied role within the Central Service. We are looking for someone who has a good working knowledge in and exposure to ER case work and a willingness to hit the ground running and develop this in post, as well as having a proactive and diligent attitude to their work and a passion for supporting staff and managers across the organisation.

This post will be subject to ongoing review and development in line with the needs of the service.

Main Duties and Responsibilities

Compliance and Personnel Administration

- Deliver the smooth and accurate administration for new starters and existing staff, including:
  - Processing new starter information including issuing offer letters, requesting and chasing references, completing DBS and eligibility to work in the UK checks
  - Overseeing and offering guidance around compliance requirements
  - Delegating recruitment administration outlined above to HR Assistant and Receptionist as appropriate
- Complete the inputting of all staff details onto our database, monitoring thereafter to ensure systems are updated and maintained for all new staff
- Issue new starters with contracts or bank worker agreements
- Maintain and update efficient electronic filing and archiving systems, including personnel files; keep records in line with data protection including GDPR and confidentiality procedures

Personnel Case Work

- Owning the internal Employee Relations (ER) tracker, coordinating all regular and ad hoc ER catch ups
- Acting as a point of contact and support for managers and staff in the ER process, adhering to and advising on best practice, Centre 404 policy and employment law.
- Proactively remain up to date with changing law and policies for best practice.
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- Support HR Manager and Head of People and Resources with the implementation of proactive frameworks for preventing larger ER issues, ensuring first step procedures are followed
- Monitoring and coordinating progress of all ER case work, ensuring a prompt and thorough process is followed
- Developing and building positive internal and external stakeholder relationships
- Seeing ER cases through to completion through active participation or delegation, including investigations, disciplinary hearings, bank worker formal meetings, etc.
- Representing the Central Service and HR team in the best possible way in terms of communication, professionalism and values
- Using and creating templates to produce all relevant documentation including invitation and outcome letters and emails, notes and minutes, summaries, etc.

Additional Support Duties

- Provide cover to service and take minutes at Committee meetings in absence of PA or where otherwise required
- Provide cover for PA and Receptionist where required
- Assist with maintaining and updating relevant admin and data systems as required
- Provide support to the Central Service in the preparation of and attendance at events and activities some of which may take place in the evenings or at weekends (for which TOIL will be offered)
- Provide administrative support to the Head of People and Resources as and when required, including but not limited to email support, taking accurate messages, diary management, invoicing and work-related errands and tasks
- Work with and support the rest of the HR and Central Service with administrative and collaborative items such as minute taking, paperwork preparation, cover, etc.
- Work towards Central Service goals of improving our filing systems including scanning and filing paper documents, organising server drives and folders, archiving, etc.
- Support compliance and regulatory framework-based activities across the Central Service and HR function
- Participate in our UKIED reaccreditation working group, coordinating and providing administrative support
- Support the Talent Acquisition and Engagement Coordinator with outreach projects and ventures, as well as staff engagement initiatives

General Duties

- Adhere to all Centre 404 policies and procedures and to the requirements of funding organisations
- Comply with Centre 404’s Data Protection Policy, IT Policy and other guidance around Data Protection
- Required to not only read our safeguarding policies and procedures but attend relevant training and keep up to date with safeguarding, which Centre 404 takes very seriously
- Adhere and be committed to values which promote dignity in care.
- Adhere to Centre 404 Equality and Diversity Policy and contribute to an accessible and welcoming work environment
- Use a person-centred approach with the involvement of service users and family carers and according to Centre 404’s mission and values
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- To remain non-judgemental and show empathy and awareness, remaining calm in adverse situations, and leading by example.
- Maintain confidentiality of information relating to service users, volunteers, staff and any sensitive issues relating to the work of the organisation.
- Contribute to your personal and professional development by attending regular support and supervision sessions and training as identified by your line manager in relation to your role and responsibilities.
- Be flexible and available to work evenings and weekends in accordance with the needs of the post and the organisation as a whole.
- Attend staff meetings and other committees when requested.
- Aim to meet targets as set and agreed with your line manager in relation to your personal development and the progress of new projects.
- Attend the annual AGM, fundraising functions, events and staff away days as required. Time off in lieu will be given for activities outside of normal working hours.
- Undertake any other reasonable duties as commensurate with the aims of the post and as requested by management.

Person Specification

(E) Essential requirements  (D) Desirable requirements

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<tr>
<th>Qualifications</th>
<th>Hold a nationally recognised professional qualification in a relevant area i.e. CIPD (Level 5)</th>
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<tr>
<td>Knowledge and experience</td>
<td>At least 1 year of experience in a similar role, including exposure to employee relations case work and personnel related administrative processes</td>
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<td>Knowledge and/or experience of recruitment/compliance processes and relevant employment legislation</td>
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<td>Good working knowledge of employment legislation and HR/personnel policy and practice</td>
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<td>Experience of working in charitable activities similar to those provided by Centre 404</td>
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<td>Skills, abilities and attributes</td>
<td>Proactive and able to work independently to resolve queries and implement ideas/initiatives</td>
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<td>Ability to work on own initiative to manage a varied workload and deadlines, and to work collaboratively with colleagues to achieve organisational and team objectives</td>
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<td>Solutions focused with strong organisational and administration skills</td>
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<td>Confident and approachable with the ability to handle HR and personnel queries from colleagues and managers sensitively and constructively</td>
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<td>Ability to interpret and follow personnel policies and employment legislation when making decisions and giving advice</td>
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<td>Ability to form effective relationships with colleagues, trustees, funders, volunteers and other stakeholders and maintain high levels of discretion and professional boundaries</td>
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<td>Excellent written communication skills and attention to detail, with the ability to produce and summarise information for minutes, reports and presentations</td>
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<td>Excellent interpersonal skills, including active listening, communication with colleagues, service users, family carers, and any other third parties</td>
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<td>Good IT skills with working knowledge of Microsoft Office and data collection &amp; management systems, and the ability to present information in a variety of clear and accessible formats</td>
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<td>Ability to handle difficult conversations in a professional manner</td>
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<td><strong>Other</strong></td>
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<td>Commitment to concepts of inclusion and diversity and ability to handle confidential and sensitive information appropriately</td>
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