



JOB DESCRIPTION

Job Title: People Co-Ordinator

Accountable to: People Operations Manager

Salary: £23,497 - £26,523

Location: Stanmore – Broadway House

Hours: 35

Contract type: FTC 6 months

MAIN DUTIES AND RESPONSIBILITIES

This role will be made up of on-boarding along with HR and L&D administration.

Job Purpose: To support and assist in the efficient and smooth running of the HR, on-boarding, Learning & Development (L&D), and compliance processes within the organisation. This role involves managing onboarding, recruitment compliance, training schedules, reporting, and employee-related administrative tasks. The coordinator will work closely within a team of 4 ensuring timely and accurate completion of tasks and assisting in creating a positive experience for new hires and employees.

Key Responsibilities:

Onboarding:

- Manage and maintain all recruitment compliance tasks, including overseeing the recruitment compliance inbox.
- Manage onboarding processes, including preparation and maintenance of onboarding files.
- Assist in managing pre-employment checks and processing relevant documentation, such as DBS renewals and visa requests.
- Process new starters and leavers, ensuring timely updates and accurate record-keeping.
- Process and track changes to employee conditions (e.g., hours, salary, title changes).
- Support recruitment activities, including employee referral programs and flexible working applications.

Learning & Development (L&D):

- Maintain the L&D training calendar for classroom training and ensure it is up to date.
- Schedule additional training sessions as required, ensuring that the necessary resources are available.



- Add classroom training sessions onto iTrent and room booking calendars, reviewing bookings weekly to ensure minimum attendance numbers are met.
- Maintain registers for classroom training and inductions, ensuring all records are accurate.
- Send apprenticeship applications and policies to new starters, process applications monthly, and track expenditure on the apprenticeship tracker.
- Support the L&D team by ensuring training needs are addressed in a timely manner.

HR Administration:

- Generate and maintain monthly HR reports, including sickness incidences, probation status, maternity leave, inactive bank staff, fixed-term contracts, and new starters and leavers.
- Report leavers to relevant stakeholders for inclusion in internal communications (e.g., CEO newsletter).
- Assist with managing extraordinary payments (e.g., honorariums) and long service awards, including updating relevant trackers.
- Process and manage requests from staff for employment confirmation and reference requests.
- Support with meeting notes, including setting up folders with meeting templates and notes for record-keeping.
- Process leavers and transfers via the system on a monthly basis.

Other Duties:

- Provide administrative support to the HR team as required.
- Handle ad-hoc tasks related to employee administration and HR projects.
- Ensure compliance with all internal policies and external regulations.



GENERAL

1. To take all reasonable care of the health and safety of him/her self and of other persons who may be affected by his/her acts or omissions. As regards to any duty or requirement imposed upon the organisation by or under any of the relevant statutory provisions, to co-operate with the organisation as far as it necessary to enable that duty or requirement to be performed or complied with.
2. To work at any other Norwood location, as and when required.
3. To report to the Health and Safety Manager either serious risks or your concerns over safety issues.
4. To maintain confidentiality at all times and to ensure respect for, proper observance of and adherence to Norwood's confidentiality policy for all staff.
5. To attend regular supervision sessions with line manager, regular team meetings and undertake relevant training as and when required.
6. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation.
7. To undertake any other duties which are consistent with the post.
8. To maintain standard of dress that is appropriate to role and in accordance with the organisation's dress policy.

This job description is not an exhaustive list of duties and responsibilities and is subject to change in accordance with the needs of the service.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
<i>EXPERIENCE</i>	<p>Previous experience in HR, recruitment or L&D co-ordination.</p> <p>Proven experience in managing multiple administrative tasks efficiently.</p>	<p>Experience working with HR software systems (e.g., iTrent, Grey Matter Learning).</p> <p>Experience in scheduling training sessions and managing compliance-related tasks.</p>
<i>QUALIFICATIONS</i>	<p>No specific qualifications required, but relevant certifications or training in HR or L&D are an advantage.</p>	<p>Certification in HR, L&D, or Recruitment is desirable.</p>
<i>KNOWLEDGE AND SKILLS</i>	<p>Strong organisational skills.</p> <p>Excellent communication skills, both written and verbal.</p> <p>High attention to detail and ability to maintain accurate records.</p> <p>Ability to work both independently and collaboratively within a team.</p>	<p>Proficiency in HR software systems (e.g., iTrent, Grey Matter Learning).</p> <p>Knowledge of recruitment and onboarding processes.</p> <p>Experience in managing training calendars and reporting for HR-related tasks.</p>
<i>PERSONAL CIRCUMSTANCES AND ATTRIBUTES</i>	<p>Ability to manage multiple tasks and prioritize efficiently.</p> <p>Ability to work in a team environment and support the HR and L&D teams.</p> <p>Adaptability to changing needs and environments.</p> <p>Evidence of and adherence to the Norwood values.</p>	<p>Ability to work under pressure with a positive attitude</p> <p>Proactive in identifying areas for improvement in HR and L&D processes.</p>