

JOB DESCRIPTION

Job Designation/ Service	HR Coordinator
Salary Point	Up to £26,000
Responsible to	Lead HR Business Partner
Location	Head Office (Penrith)

Job Purpose and Direction:

Supporting the HR Team to deliver a strategic HR function operating across a number of services in Cumbria, Northumbria and South of Scotland this role is primarily based in Penrith however has an element of hybrid working. There may be a requirement to occasionally travel to other sites.

The main focus of the role is to ensure that all HR administrative and transactional processes are executed accurately and in timely fashion, in line with good practice, company values and procedures, regulatory and legal requirements and that HR activity is well coordinated, ensuring our employees, at all levels, receive the service levels and response required from an added value HR function.

Core Responsibilities:

- Provide administrative support across the HR team by ensuring excellent record-keeping, reporting and timely completion of tasks, including, but not limited to:
 - Starter and leaver administration, including updating employee benefits providers to ensure changes are notified in a timely way;
 - Inputting changes to terms and conditions and other payroll impacting data as required;
 - Monitoring recording of absences and submission of Fit Notes; completion of return to work interviews; probation forms; performance reviews etc; and proactively work with Managers to address gaps and provide the Lead HRBPs / HR Officer with reports of missing information on a weekly basis to support escalation;
 - Supporting HR team colleagues to build and maintain comprehensive case files relating to employee relations issues, ensuring the HRIS case file holds relevant information in a logical and indexed fashion; maintaining a live chronology where necessary;
 - Producing standard employment documentation such as contracts of employment; change to terms and conditions letters; salary review letters etc
 - Conducting a regular audit cycle of the information held on the HR system and updating missing or incorrect information (e.g. notice periods) and regularly checking new starter information for accuracy, correcting any errors found
- Participate in responding to queries submitted to the HR Inbox and via telephone or face to face within agreed timeframes, and support the HR team, and Managers to resolve employee queries
- Administer our employment referencing process, escalating to the Lead HRBP if there are safeguarding concerns

- Regularly monitor documents requiring employee or Manager signature on our HR systems, and either chase, close down or escalate to ensure AWW maintains up to date, accurate employment records that meet regulatory requirements
- Administer the travel allowance process for existing employees ensuring regular checks are carried out in relation to eligibility, and updates made as necessary
- Support the administration of family friendly leave processes
- Support the coordination and administration of cyclical processes such as pay reviews, performance reviews, succession and talent management process, annual leave utilisation etc
- Support in responding to Subject Access Requests from employees ensuring deadlines and legal requirements are met and that internal logs are maintained
- Support the HR team to maintain records in a way that ensures information is GDPR compliant and in line with data retention schedules and policies, and that we are seeking to continuously improve our practices
- Implement updates to colleague-facing resources such as Sharepoint sites in support of content owners; and support the production of such assets as required
- Support the HR team and Payroll Analyst to resolve payroll and employee queries
- Coordinate the administration of the probation process, and escalate cases to the HR Officer or Lead HRBP where employees are coming up to the deadline without management action being taken
- Support the administration of employee engagement and recognition initiatives (e.g. surveys; employee recognition schemes; regular newsletter communications etc)
- Support with scheduling of engagement sessions, meetings, hearing, interviews etc, and any necessary preparation (which may include collating data, powerpoint slides or paperwork / document bundles etc) and note taking as required
- Participate in training Managers to carry out their tasks relative to HR administration and our HR system as necessary
- Support the administration of compliance checking in relation to employee screening (DBS and PVG); driving licence checks; right to work in the UK; and SSSC registration for colleagues working in Scotland ensuring non-compliance is escalated to line managers and the Lead HRBP before the due date so that action can be taken
- Provide support across the wider People Team during times of peak activity, including covering for colleagues on annual leave etc, such as recruitment and onboarding; organising induction and L&D events etc
- Adopt a proactive mindset to deliver continuous improvement in HR processes and procedures, supporting an ethos of "making it easy" for all colleagues to do their jobs and ensuring the highest standards of record-keeping
- Support HR Projects such as data gathering and analysis; policy reviews; creation of colleague or manager resources; change management etc
- Proactively work with your line manager to set, and achieve, stretching personal objectives and adopt a mindset of continuous personal development.
- Support with other reasonable duties, as may be required from time to time

PERSON SPECIFICATION

Area	Criteria	How Assessed*
Experience	Good computer literacy in Microsoft Office, specifically Excel and ideally some experience in using a cloud-based HR self-service system, preferably including a case management system.	CV, Interview
Knowledge	Ideally an appreciation of the basics of UK legislation as relevant to employment documentation and good HR practice.	CV, Interview
	Understanding and appreciation of the importance of excellent housekeeping practices in an HR context, to support legal compliance, governance and employee experience	CV, Interview
Education/ Training / Qualifications	Possession of, or studying towards, relevant qualification in HR / employment law	CV, Certificate
	Membership of the CIPD is a bonus	Member Card
Skills & Abilities	Driven to stay motivated to see tasks through to completion in a changing environment.	Interview
	Ability to drive a culture where everything we do is focussed on the outcomes of children in our care, and specifically in an HR context to improve the employee experience for all colleagues aimed at supporting the team around the child	Interview
	Ability to form relationships at all levels within the organisation and effectively communicate across functional lines.	Interview
	Well organised, with excellent administration capability, strong attention to detail, and commitment to accuracy.	CV / Application Form / Interview
	Excellent communication skills fostering a culture of no surprises	Interview
	Ability to prioritise effectively and complete work within required timescales in a fast-paced environment without compromising accuracy	Interview
	Able to demonstrate a Problem-Solving mindset that fosters continuous improvement	Interview

	Demonstrates a willingness to make decisions, whilst exercising good judgement on when to refer or seek advice	Interview
	Possess the ability to work alone and be an effective team player.	Interview
Other work-related requirements	Ability to support the core values of A Wilderness Way and demonstrate passion about what we do and the difference that our services make to looked after children	Application & Interview
	Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the Update Service	Background checks
	Ability to understand the needs of people from diverse cultural, social and racial backgrounds.	Interview
	Ability to work from our Head Office as required, and on sites on occasion, as well as from home in a hybrid working environment (typically 2 to 3 days in Head Office per week as a minimum)	Interview

General Statements

The above duties and responsibilities do not include or define all tasks that may be required by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed.

Equal Opportunities

A Wilderness Way supports Equal Opportunities in Employment and opposes all forms of unlawful discrimination on grounds such as colour, race, nationality, ethnic or national origin, sex, marital status, disability, sexual orientation, religion or belief and age. You are expected to comply at all times to the Company's EO Policy and Guide to Equality document.

Safeguarding

All our role and people are responsible to the safeguarding our of children and will be subject to a successful disclosure as an appropriate level from the Disclosure and Barring Service (DBS), Access NI or Disclosure Scotland.