

ROLE PROFILE

Job Title: HR Co-ordinator (Maternity Cover)	Department: Human Resources
Responsible for:	Location: Head Office
Line Manager Job Title: HR Director	Date: April 2024

Purpose

To proactively support the day-to-day operations of the HR team.

Providing administrative support and co-ordination of the full employee lifecycle, with specific focus on recruitment and induction.

Key Responsibilities

Responsibility	Outcomes and measures
Recruitment & Induction	
Co-ordinate the recruitment and selection process including preparation and posting of advertisements, screening of CV's, liaising with the line managers to schedule and arrange interviews. To be the first point of contact for recruitment enquiries by telephone and email.	Vacancies filled on time and efficient recruitment process implemented
Coordinate new starters onboarding, induction, probation and related administrative processes.	New starter process is completed to agreed timescales. Inductions are agreed with the manager, prepared, and followed up.
Send new contracts and staff changes.	Documentation is accurate, completed in a timely manner and appropriately stored
Monitor and inform line managers of upcoming staff probations and appraisal meetings and produce follow up letters where appropriate.	Key stages in employee lifecycle are managed effectively
General HR Administration	
Act as the joint first point of contact for handling all HR administrative queries	Employees understand Lantra processes Positive customer service feedback (subject to knowledge and capability)
Manage the HR inbox	Respond to queries or forward on as required
Manage company car administration	Car documentation is maintained and updated
Work with the manager to co-ordinate and record training and development	Training plan is implemented. Training and development needs actioned in a timely manner
Update and maintain the Supplier schedule	Schedule up to date
Provide general administrative support for the team as needed.	Support provided as required
Cover the reception desk and switchboard during any periods of holiday and sickness and as required.	Support provided as required. Lantra customer service maintained.

Person Specification

Knowledge / Skills Required	
Essential <ul style="list-style-type: none"> Proactive and able to use own initiative Basic knowledge of employment law and HR best practice Excellent interpersonal skills Strong and accurate written skills Confident operating in Word, Excel and Outlook Knowledge of HR systems Able to be discreet and recognises the need for confidentiality Able to be proactive and use own initiative . 	Desirable <ul style="list-style-type: none"> Knowledge of payroll processes Experience of communicating across virtual platforms (eg. MS Teams)
Experience	
Essential <ul style="list-style-type: none"> Previous experience of co-ordinating a recruitment process and managing recruitment campaigns Experience of working within an HR function Experience of communicating across all levels of the business 	Desirable <ul style="list-style-type: none"> Experience of reception Experience of hybrid working
Qualifications	
Essential <ul style="list-style-type: none"> Good secondary level of education 	Desirable <ul style="list-style-type: none"> Further education in HR or business-related subject Associate CIPD

Behaviours

Corporate Value	Expected Behaviours (<i>general or job specific</i>)
Customer First	<ul style="list-style-type: none"> Ensures they understand who the customer is and what their needs are Leads by example and builds a culture of customer excellence within the team.
Commercially Driven	<ul style="list-style-type: none"> Supports team to deliver business outputs Actively seeks better ways of delivering services, ways of working and reducing costs
Collaborative	<ul style="list-style-type: none"> Works closely with other teams to ensure consistency of services Is approachable and open to ideas
Camaraderie	<ul style="list-style-type: none"> Ensures effective communication across all levels Recognises the priorities of other departments
Personal Effectiveness	<ul style="list-style-type: none"> Manages time for tasks effectively, planning ahead and communicates these plans to those who need to know Is adaptable when the needs of their role or the organisation changes Gives their full attention to the needs of the organisation whilst at work