People Operations Team, People Services, all staff and stakeholders, External & Internal Clients, Shared Services Functions



**HR Coordinator**

**Location:**

High Wycombe

**Reports to:**

HR Systems & People Operations Manager

**Working with:**

**Introduction:**

Our HR Coordinators support the successful delivery of all first line People Services activity through our HR systems and phone calls. You will be responsible for providing support on HR cases and processing Payroll related actions in support of the payroll team. You will provide policy guidance to all staff members whilst always ensuring confidentiality. You will be the first point of contact in People Services for the business and key to ensuring an excellent experience for staff and managers seeking support.

**What you will do:**

* Manage the administration of all People Services employee related processes.
* Provide support to managers and staff with queries on all People related matters, escalating to the HR Business Partnering Team where required.
* Manage all People Operations telephone enquiries and Jira system cases to a successful conclusion in line with defined SLAs.
* Participate in development projects across People Services departments to continue to improve automation and data control within our HR systems.

**What you are responsible for:**

* Ensure the provision of accurate advice and guidance to all staff members as defined in company HR policies, processes, and procedures.
* Provide Sponsorship support and advice for overseas sponsored employees to assist with renewal processes including supporting the immigration process for overseas employees in compliance with UKBA requirements.
* Provide effective and accurate maintenance of all employee data on company HRIS in line with authorised requests and defined People Services policies, processes, and procedures as well as legislative needs.
* Carry out audits of the People information we hold including data entry, integrity, maternity, and leaver checks.
* Manage the filing and archiving of all People Services documents as required.
* Manage the administration of all People Operations processes including but not limited to payroll, changes, leavers, absence, referencing, etc.
* Support the business with queries on People Services matters including triage & escalation as appropriate to HR Business Partners and other People Services internal teams where appropriate.
* Provide support to key People Services annual activities, such as the Annual Flex Benefits opening, pay review, voucher provision and other ad hoc projects.
* Support and assist with all People Services projects as required.
* Adhere to the People Services defined SLAs.
* Support the production of weekly and monthly reports and statistics in support of all People Services KPIs and measures.

**What people see in you:**

* A team player who is supportive and trustworthy who creates a positive team atmosphere.
* Someone who thrives in a fast-paced environment and can easily adapt to ever changing workloads.
* A person who strives for accuracy, with a high level of attention to detail.
* Someone who is self-motivated with a desire and willingness to learn and develop as an HR professional.
* Energy & drive with a team focussed approach and ability to respond under pressure.
* Desire to consistently deliver high levels of customer service.

**You will:**

* Communicate effectively and build relationships at all levels of the business.
* Be competent in Microsoft applications.
* Have clearly demonstrable competence in Maths, written & spoken English and

IT skills

* Hold a minimum of 7 GCSEs at grade C or above (or equivalent).

**You have experience of:**

* Previous experience of working in an office environment.
* Working in a team to required levels and KPIs.
* Practical understanding of HR within a business.