

HR Coordinator – Job Description

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Company: Stannah Management Services

Function: Human Resources

Reports to: Lead HR Coordinator

Purpose

Work within the HR Operations team to provide an efficient and effective administration and first-line support service to the Stannah Group across the UK businesses. Contribute to the smooth running of the department and service provision to the business, aligned to the HR strategy and Stannah Blueprint.

Key Responsibilities

1. Undertake employee related administration, including contracts, letters, variation approvals, flexible working applications, and first line advice and information to managers and employees.
2. Manage the core stages of the employee life cycle including but not limited to:
 - a. New starter onboarding: issuing offers and contracts of employment, processing new starter paperwork, completing compliance checks (right to work, pre-placement health questionnaires, DBS, references), creating employee records, acting as contact for queries and advising managers on the induction process.
 - b. In life: processing contract variations and issuing confirmation letters, applying changes and updates on the HRIS, employee benefits administration, family friendly leave-related advice and administration, support the re-checking process for DBS and temporary right to work, updating payroll of relevant changes and monitoring attendance notifications to take or escalate appropriate actions under the relevant policy.
 - c. Offboarding: confirming details relating to the end of employment, conducting exit interviews, analysing data provided by exit interviews for insights for improvement, responding to employment reference requests and archiving employee records in compliance with GDPR.
3. Advise on the Company policies and procedures. Share management of the shared HR mailbox and redirect and redistribute HR related calls or correspondence to the appropriate person of the HR team.
4. Contribute to continuous improvement initiatives and work with the Lead HR Coordinator to review, improve and standardise processes and align working practices across the department.
5. Collaborate with the wider HR team across Talent Acquisition, Talent Development and HR Analytics to ensure seamless HR service delivery.
6. Support process improvements and system testing as part of the ERP implementation to enhance HR efficiency and effectiveness. Contribute to ongoing improvements.
7. Keep all departmental documentation and forms up to date, including information on POP HR.
8. Provide support to managers and employees, including through HR drop-in sessions.
9. Assist in general administration, HR projects and provide note taking support for meetings.
10. Support the broader HR team as and when required.

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This list is not exhaustive and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the HR function.

Skills and Experience

- This is a constantly developing and changing business so will need someone who will thrive in a busy and fast paced environment, is highly organised and able to multi-task and who is always looking to develop and improve processes
- Worked in a modern manufacturing, engineering or distribution environment
- Ability to plan, prioritise and organise workloads to meet deadlines
- Computer literate – Microsoft Office and internal systems
- Ability to work autonomously and flexibly
- Pro-active and self-motivated
- Excellent attention to detail

Personal Attributes

- ✓ Excellent communication skills, both written and oral, with the ability to interact at all levels (and across different departments)
- ✓ Demonstrates honesty and integrity at all times and maintains confidentiality
- ✓ Diplomatic
- ✓ Calm and effective under pressure
- ✓ Good cultural awareness and understanding of diversity
- ✓ Co-operative and supportive team player

Relationships

Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate sensitive and confidential information.

External

External agencies including reference agencies, benefit providers, suppliers of other HR products and services, training providers and educational, governmental and charitable organisations.

Education and Qualifications

- Good standard of basic education