**Job description and person specification**

**Job title:** People Coordinator

**Single Spinal Point:** 7,8,9

**Hours:** 37.5

**Department:** Human Resources

**Location:** St Michael’s Hospice, Bartestree

**Reports to:** Director of People

**Direct Reports:** Supervision of volunteers in People Team

**Job purpose**

The People Coordinator plays a crucial role in supporting the People department and ensuring smooth People operations. This position involves handling administrative tasks, coordinating People and Education activities, initiatives and administration within the team, and serving as a liaison between Hospice People and management. The People Coordinator will assist in the full life cycle of Hospice People and ensure their personal records are maintained.

**Responsibility Areas**

**Key Responsibilities:**

1. **Administration:**
   * Assist in posting job openings on various platforms and coordinating the recruitment process and supporting managers.
   * Overall recruitment administration.
   * Screen resumes and schedule interviews with potential candidates.
   * Facilitate the pre-employment and onboarding process for new hires, including preparing onboarding materials, support/conduct orientations, and ensuring all necessary documentation is completed.
   * Maintain accurate and up-to-date people records in electronic databases.
   * Prepare and process people documents, including employment contracts, offer letters, termination paperwork and payroll administration.
   * Ensure compliance with legal and company-specific HR requirements.
2. **People Relations**:
   * Act as a point of contact for Hospice People enquiries regarding relevant policies, procedures, and benefits.
   * Support the People team in managing employee relations issues and resolving conflicts, note taking and issuing letters.
   * Assist in organising People engagement activities and events.
3. **Benefits Administration**:
   * Coordinate benefits enrolment and assist Hospice people with benefits-related questions.
   * Liaise with benefits providers and ensure timely processing of claims and changes.
   * Help in the development and implementation of employee wellness programs.
   * Support with keeping information current on the Hospice Intranet.
4. **Training and Development**:
   * Contributes to planning new starter inductions and facilitates / delivers their 1st day inductions, actioning of computer log ins, IT systems overview, policies, Hospice Tour & fire evacuation familiarisation.
   * Support the planning and execution of training and development programs.
   * Track and record people training and development activities.
   * Assist in evaluating the effectiveness of training programs.
5. **People Projects and Initiatives**:
   * Contribute to people projects and initiatives aimed at improving processes and their experience.
   * Participate in people team meetings and provide administrative support as needed.
   * Assist in conducting Hospice people surveys and compiling results for analysis.

**Person Specification**

* CIPD L3 in Human Resources, Business Administration, or a related field or committed to work towards obtaining this.
* Experience in an HR role or related administrative position.
* Strong organisational and time-management skills.
* Excellent communication and interpersonal abilities.
* Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Teams and MS Forms).
* Familiarity with HRIS systems and databases.
* Ability to handle confidential information with discretion.

**Skills and behaviours**

* **Resilience**: Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; balances the demands of a work life and a personal life. Shows enthusiasm and career commitment.
* **Detail-Oriented**: Attention to detail in managing records and processing documentation.
* **Problem-Solving**: Ability to address and resolve employee issues effectively.
* **Team Player**: Willingness to collaborate with HR team members and other departments.
* **Adaptability**: Flexibility in managing multiple tasks and changing priorities.
* **Customer Service Orientation**: Commitment to providing excellent service to employees.

**Special conditions**

* This role has been identified with a high content of keyboard work, DSE assessment will be provided.

**Our values**

***“What matters to you is what’s important to us”***

To ensure we deliver upon this every day, we empower people to work collaboratively to reach the best possible decisions, realise them in the best possible way and at the best possible time.

We value:

* Knowledge, judgment, and kindness in reaching the best possible decisions,
* courage, integrity, and passion in realising those decisions in the best possible way, and
* honesty, empathy, and determination in doing so at the best possible time.

Living our values influences the way we behave. The way we behave informs the way we do things. The way we do things is the St Michael’s way.

**Equal Opportunities Statement**

At St Michael’s Hospice we are committed to an equal opportunities approach in everything we do. This means that we seek to ensure anyone connected with St Michael’s, from patients and families through to donors, supporters, volunteers and staff are treated fairly, appropriately and with dignity and respect.

October 2024