

Job Description

Job Title:	People Development Coordinator
Department:	People Development
Reporting To:	People Development Director
Location:	SportPark, Loughborough
Job Purpose:	To be the first point of contact for the People Development Team. Providing first class customer service and administrative support to the business. To coordinate and administrate all people activities, providing support to the People Development team and wider business.

Strategic Influence

(The extent to which the role directly contributes to shaping our strategic objectives)

- Demonstrate a good understanding of how this role contributes to the organisations strategic objectives and values, by providing first class customer service and administration support across all PD activities.
- Proactively suggest process improvements and input into discussions about how to improve the accuracy and efficiency of People Development processes, to reduce the amount of time administration processes take and provide an improved service to employees, casual workers and contractors.

Key Relationships

(The breadth of collaborative working and influence over internal / external stakeholders)

- Establish and maintain excellent working relationships within the People Development team and with the Payroll and Benefits Manager, providing accurate and timely information.
- Establish and maintain good working relationships with the contacts in your client groups for the purpose of better understanding the businesses needs of the People Development team.
- Liaise with external agencies, suppliers and training providers professionally, as required in carrying out our processes.

Professional Expertise

(The degree of technical knowledge & experience which is needed)

- Demonstrate a good understanding of how employment law, tax law and other areas of compliance impact on the work of the People Development team, specifically in relation to the administration of People Development policies and procedures.
- Always act as a positive role model for Swim England and the People Development team, providing a friendly, warm and empathetic response to those who use People Development services.

- Demonstrate a good understanding of how issues can be connected and raise concerns or issues to the People Development Partners/Director to escalate issues where you believe this is necessary.
- Demonstrate effective communication across all levels, in all interactions, selecting the most appropriate medium for resolving issues.
- Process work in line with documented Standard Operating Procedures (SOP's) in a timely and efficient manner, whilst maintaining high quality standards that demonstrate our values and employer brand.

Scope and Accountabilities

(The degree of leadership / managerial / budgetary or people responsibility and/or key focus of the role - what it is expected to deliver)

- Deliver an effective People Development service to the organisation as the first point of contact for all calls, queries and emails, delivering excellent customer service in line with our values.
- Ensure that all aspects of people administration are completed accurately and timely, in line with SOP's, across all people development and organisation systems.
- Demonstrate a good understanding of how this role supports the needs of the business relating to the People Development service we provide, across the employment life cycle including; recruitment, training and development, employee relations and in respect of casual workers and contractors.
- Provide a basic level of support to areas outside your client group in the absence of the other People Development Coordinator.

Deliverables:

(The actual tasks and KPIs against which performance is measured and appraised)

Deliver an effective People Development service to the organisation as the first point of contact for all calls, queries and emails, delivering excellent customer service in line with our values.

- Provide a timely and professional response to queries that come into the People Development team.
- Advise and guide team members within Swim England in how to follow People Development policies and procedures.
- Proactively support employees, applicants, casual workers and contractors to find the information they require, making internal suggestions for improvements of processes, systems and tools.
- Regularly put yourself in the shoes of the applicant, employee, casual worker or contractor to see the service we provide from the outside in, and make recommendations for how that service could be improved.
- Work closely with the People Development Partner for your client group area, escalate any queries or issues as you believe are necessary.
- Infrequently, but as needed travel to other office locations to carry out meetings and interviews in person.

Ensure that all aspects of people administration are completed accurately and timely, in line with SOP's, across all people development and organisation systems.

- Process all people administration from end to end according to the SOP's, with progress tracked on the relevant tracking mechanism for that process, for example the PD current workflow tracker.

- Ensure that electronic personnel files, databases and systems are completed and updated across the whole employee life cycle as per the documented SOP's, ensuring they are all compliant with regulations and guidance from internal/external audit.
- Ensure that references, DBS checks, identification and qualification documents are verified accordingly and are stored on the employees file.
- Ensure that all relevant information is transferred to payroll, it is accurate and in good time for payroll cut off, and documented in line with SOP's which comply with audit requirements.

Demonstrate a good understanding of how this role supports the needs of the business relating to the People Development service we provide, across the employment life cycle including; recruitment, training and development, employee relations and in respect of casual workers and contractors.

- Produce accurate reports monthly, quarterly, annually and on an ad-hoc basis and issue reports to those identified in the relevant distribute list.
- Provide support for audits, both internally and externally as required.
- Work alongside other internal teams on projects such as the team conference and awards, Christmas lunch and team survey.
- Proactively demonstrate our organisation values and competencies.
- Carry out any other duties as are within the scope, spirit and purpose of the job as requested by the line manager or other people managers across the business.
- Proactively comply with and promote all organisation policies, in particular those relating to Equality and Diversity and Health & Safety.

Issue Date: June 2021

Please sign and date below to confirm your acceptance of the duties outlined within this job description.

Name:	
Signature:	Date:

Person Specification

Skills:	Essential or Desirable
Excellent customer service skills, across all mediums; in person, telephone, online meeting spaces and in written form	E
Able to remain calm under pressure and in emotional situations	E
Able to work across a variety of tasks and projects simultaneously	E
Excellent organisation and prioritisation skills	E
Excellent attention to detail with the ability to proof read and spot errors	E
Excellent IT skills, especially in the use of web based applications and MS Office suite	E
Able to manage the expectations of others and manage up	E
Able to spot issues and raise them in a timely manner	E
Looking to develop their skills to further grow and develop	D
Knowledge:	
Understanding of the standard principles of Human Resource administration	E
Understanding of the relevant legislation associated with Human Resources e.g. employment regulations, data protection and privacy	E
Committed to increasing own knowledge through self-directed learning	D
Experience:	
At least 2 years' experience working in the administration and Coordination of a generalist HR service	E
Good working experience of using and maintaining databases	E
Consolidating information across a range of sources to produce reporting data from which to identify trends, patterns and gaps	D
Approach:	
Is committed to confidentiality and privacy of information	E
Is committed to resolving problems and finding solutions for others	E
Is able to demonstrate empathy	E
Communicates effectively verbally and in writing	E
Is a team player and is willing to go the extra mile to support team members	E
Positive and can do attitude	E
Qualifications:	
GCSE grade A - C in English & Maths or level 4 or above	D
At least CIPD Level 3 Qualified	E
CIPD Member at least Associate level	E

Your Personal and Career Development Plan

Performance and Career Prospects:

(The progression routes to other roles within the business)

This role has been graded Orange on our Career pathway, therefore other orange graded roles could offer additional skills or experience. Yellow, green and blue graded roles would offer progression.