Social Interest Group

Job Description & Person Specification

Job Title: People and Culture Coordinator

Service: People and Culture

Reports to: People and Culture Manager

Direct Reports: None

About The Role

The role of the People and Culture Coordinator is key to delivering professional and effective people and culture strategies and activities for the organisation, with support in developing a safe, inclusive, and performance-development culture, ensuring our legal obligations as an employer are met, and that we make the best of the funds entrusted to us for our vulnerable residents and participants.

The People and Culture Coordinator will provide high quality, accurate and timely generalist administration and systems support across the full employee lifecycle. They will act as a first point of contact for routine people and culture queries and will play an essential role in ensuring processes run smoothly, data remains accurate, and that colleagues receive a consistent and professional experience throughout their employment journey.

About the Post Holder

The post holder will be detail oriented, organised, and proactive, with a high level of administrative skills and confidence in working with systems and multiple streams of information. They will be able to communicate clearly and professionally with colleagues at multiple levels, in a friendly and approachable manner. They will be a self-starter, able to form effective purposeful relationships within the organisation, as well as externally. They will be able to manage competing priorities and always maintain confidentiality.

The post holder will be a team player, someone who can think innovatively and bring ideas to the team, to support consistent improvement, and effective delivery of the service. They will be committed to providing excellent customer service, continuously open to learning new skills, and supporting improvements across the function.

Key Responsibilities

LIFECYCLE ADMINISTRATION SUPPORT

- Be a first point of contact for shared inbox enquiries, responding promptly and professionally to queries.
- Provide clear guidance and signposting to policies, templates and processes.
- Carry out day-to-day administration of the full employee lifecycle, including but not limited to recruitment, onboarding, training, new starter documentation, contractual changes, variations, and leaver processing.
- Maintain accurate and up-to-date employee records, ensuring all documentation and system entries are completed within agreed timeframes.
- Respond to all routine employee lifecycle queries from recruitment and onboarding to current employes to leavers, in a professional manner and escalate more complex matters to relevant individuals.
- Support with providing general administration support for the full employee lifecycle, working with the maintenance of multiple systems.
- Prepare employee lifecycle documentation in line with policy and approved templates, including but not limited to contracts, offer letters, onboarding materials, and exit packs.
- Monitor employee lifecycle workflows and ensure completion of required steps.

PAYROLL SUPPORT

- Prepare and submit accurate payroll-relevant information in line with required timelines.
- Liaise with the payroll team to resolve routine queries and ensure information is correct and complete.
- Maintain organised, accurate, and up-to-date payroll supporting documentation.

AUDIT, REPORTING AND GOVERNANCE

- Carry out routine data accuracy checks and highlight anomalies or system issues to the relevant person.
- Support with the generation of routine people data, reports, and dashboards through accurate and timely data maintenance.
- Ensure all administration and record-keeping complies with organisational policies, legislation, and audit standards.
- Maintain compliance logs including but not limited to DBS, right to work, training logs, and other document tracking.
- Support internal and external audit preparation through accurate records and timely updates.

ADDITIONAL RESPONSIBILITIES

- Contribute ideas for process improvements and support the implementation of changes.

- Support with, and at times manage various projects. Make a positive contribution to the continuous improvement in the team, share new ideas, and take ownership of the role.
- Work collaboratively with the wider P&C team and support with various other activities and developments. This can include but is not limited to, Recruitment, Onboarding, Employer Value Proposition, Payroll, Workforce Development, Talent Development and other areas within the team.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvements in line with best practice.
- Support with the progression and communication of updates, policies and procedures.
- Make regular visits to our services and represent the wider people and culture team in the service.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Experience providing customer-focused support within an office or people-centred environment	Essential
Experience in handling sensitive or confidential information with professionalism	Essential
Experience coordinating administrative workflows or projects	Desirable
Experience working within a People and Culture/HR environment	Desirable
Experience using HR, ATS and Learning systems	Desirable
Working knowledge and understanding of HR procedures and basic employment law practices	Desirable
Proven experience in a similar role and/or taking on similar level responsibilities.	Desirable
Experience in coaching and advising managers and colleagues in areas such as employee relations activities across the full lifecycle, performance management, absence management, and other alike areas	Desirable
CIPD Qualification Level 3 (or willingness to work towards a relevant qualification)	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook.	Essential
Excellent communication skills both written and oral including relationship building	Essential
Familiarity with general office systems and processes	Essential
Understanding of the importance of accurate record-keeping and data confidentiality	Essential
Attention to detail, quality and accuracy, with a high level of organisational skills	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Ability and willingness to attend regular visits to our different service locations	Essential
Proactive nature, with the ability to problem solve and identify when to escalate matters	Essential
Knowledge of Equality, Diversity, and Inclusion, being able to represent best practice and share good working practices with others	Essential
Ability to use data to make decisions and create detailed reports	Desirable
Knowledge of the health and social care sector or similar environment	Desirable
Personal Characteristics	
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Ability to remain calm and organised in a busy environment	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism and support in an approachable manner	Essential
Alignment with SIG's core values and mission statement	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable