

Job Title: HR Coordinator

Grade: Band C

Reports to: Talent & Acquisition Manager

Role Responsibilities: No line management or budget responsibilities

The Role

To provide high-quality HR support across recruitment, employee relations, onboarding, learning and development, and HR administration, ensuring a positive experience for candidates, employees and managers throughout the employee lifecycle.

The role will support the delivery of efficient, compliant and customer-focused HR services, while maintaining a visible onsite presence to build strong working relationships and understand operational needs

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.
- Support the delivery of the organisation's People Strategy through high-quality recruitment, onboarding and employee relations support.

Duties and Responsibilities

Employee Relations

- Act as a first point of contact for HR enquiries, providing first-line advice and guidance.
- Support Employee Relations Advisors with casework, meetings, hearings, correspondence and note-taking.
- Maintain case management systems, employee records and HR documentation.
- Support policy reviews, implementation and communication of HR procedures.
- Produce reports and management information, conduct exit interviews and escalate complex issues where appropriate.

Recruitment

- Coordinate end-to-end recruitment activities from attraction through to onboarding.
- Manage vacancies, applicant tracking systems and advertising platforms.
- Screen applications, undertake telephone interviews and coordinate interviews and assessment activities.
- Support managers with recruitment processes, system usage and best practice.
- Ensure compliance with safer recruitment standards and pre-employment requirements.
- Attend recruitment events and support initiatives that promote the organisation as an employer of choice.

Onboarding and Learning and Development

- Coordinate pre-employment checks, including right to work, DBS, references and qualification verification.
- Support new starters throughout the onboarding process and act as a key contact for onboarding queries.
- Liaise with managers, Payroll and Learning & Development teams to ensure a smooth onboarding experience.
- Coordinate induction activities, maintain training records and provide administrative support for learning and development.

HR Administration and Data Management

- Maintain HR systems, employee records, databases and reporting tools.
- Manage documentation relating to recruitment, employee relations and employment changes.
- Conduct file audits to ensure data accuracy and compliance.
- Support payroll processes by providing accurate employee information.
- Produce workforce reports and ensure the secure handling of personal data.

Onsite Business Support

- Maintain a regular presence across operational sites to provide visible and accessible HR support.
- Build effective working relationships with managers and employees.
- Support managers with people processes recruitment and employee issues.
- Attend team meetings, recruitment events and service visits as required.
- Promote employee engagement, wellbeing, inclusion and organisational values.
- Support the implementation of HR initiatives, projects and organisational change activities.

Continuous Improvement

- Identify and implement improvements to HR processes and service delivery.
- Support new systems, policies and ways of working.
- Contribute to HR projects and share best practice across the HR team.
- Provide cross-functional support to colleagues as required.

Person Specification

Essential

- Previous experience within HR, Employee Relations and Recruitment Administration.
- A-Level qualification or equivalent experience.
- CIPD qualification, working towards CIPD accreditation, or equivalent practical experience.
- Experience of applying HR policies, procedures and processes.
- Strong customer service and stakeholder management skills.
- Excellent verbal and written communication skills.
- Ability to handle confidential and sensitive information appropriately.
- Strong organisational skills with the ability to manage competing priorities.
- Proficient in Microsoft Word, Excel, Outlook and PowerPoint.
- Ability to work independently and collaboratively within a fast-paced environment.
- Full UK driving licence with access to a vehicle insured for business use.
- Willingness and ability to travel regularly across operational sites and maintain an active onsite presence.

Desirable

- CIPD Level 3 qualification or above.
- Experience using HR and/or recruitment systems.
- Experience supporting employee relations casework.
- Experience within recruitment, onboarding or talent acquisition.
- Experience within health, social care or regulated environments.
- Knowledge of employment legislation and safer recruitment practices.

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right