



Job Title	People Coordinator
Department.	HR
Location	Cardington
Reports to (direct)	Head of HR

MAIN PURPOSE OF JOB

As part of the HR team, you will be responsible for managing several people processes throughout the employee lifecycle from onboarding through to departure. Working collaboratively across the business unit you will interact directly with colleagues responding to requests for information and resolving queries whilst assisting them with information and guidance on compliance with People policies and procedures. You will be an advocate of best practice HR, taking ownership of tasks and providing a first-class People service

KEY ACCOUNTABILITIES (but not limited to):

- Answer queries that are sent to the People Services Helpdesk (via our helpdesk portal and telephony), responding to general queries from managers and colleagues, signposting them to the appropriate policies and procedures, and completing the requested tasks as a first point of contact.
- Provide Tier one Employee Relations support to the people team, managers and colleagues
- Provide coaching and training to people managers
- Create and manage onboarding tasks including issuing offer letters, employment contracts and setting up user access to all key people tools e.g. training portal, onboarding portal, pre-employment screening portal.
- Check that candidates have completed all necessary information prior to their start date and validate the right to work documentation, chasing up any pre-employment screening checks as necessary.
- Create and update online colleague folders and HR system records, ensuring that all correspondence is safely and securely stored in line with our data protection and retention guidelines.
- Provide payroll colleagues with the necessary details on starters, movers, leavers, salary increases, and other relevant changes in time for payroll processing, assisting with queries where appropriate.
- Manage all authorised requests to changes of terms and conditions of employment throughout the colleague's career at Restore.
- Manage the colleague leaver process once notified by managers, ensuring that all annual leave entitlements are recalculated and checking for outstanding loans as well as keeping payroll colleagues fully informed.
- Provide support to People team colleagues who are managing People transformation projects such as organisation change programmes, TUPE transfers, acquisitions, people process improvements.
- Provide administrative support to People team colleagues and managers with ER cases including investigation, disciplinary, absence management, capability and grievance cases.
- Escalate issues of concern or requests for more specialist advice within our HR team or appropriate manager.

SKILLS, KNOWLEDGE & EXPERIENCE REQUIRED

- Experience of working within a fast-paced environment in a HR Administrative role
- Excellent verbal, written and numeracy skills
- Excellent customer service skills

- Excellent organisational skills including ability to manage time and prioritise effectively
- Strong skills in Excel
- Ability to work within specified guidelines or process
- Excellent attention to detail and high accuracy
- Communicates a "can do" attitude and positive outlook
- Proactive and capable of working as a member of a team as well as independently
- Well-developed interpersonal skills and able to deal with colleagues at all levels
- Able to work appropriately with confidential and sensitive information
- CIPD Level 3 or studying towards is desirable

*** The above is not an exhaustive list but an outline of your duties. All Restore Technology employees need to be aware that they may be asked to perform tasks and be given responsibilities as reasonably requested.

COMPLIANCE RESPONSIBILITIES

- Adhere to all Company Policies and Procedures contained in the Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems
- Report any Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery incidents to your supervisor/line manager
- Managers are responsible for training staff on Company Policies and Procedures contained in Health & Safety, Quality, Information Security, Environmental and Business Continuity & Disaster Recovery Management Systems.

Line Manager

Post Holder

Name:

Name:

Signature:.....

Signature:.....

Date:.....

Date:.....