

PILGRIMS HOSPICES – JOB DESCRIPTION

People Operations Coordinator

MAIN PURPOSE AND SCOPE OF THE JOB:

The People Operations Coordinator will support the delivery of an efficient, responsive and people-focused People & Culture service across the organisation. Working as part of the People Operations team, the post holder will coordinate workforce administration, colleague engagement activity, onboarding, volunteering support and People systems administration, helping to ensure colleagues and volunteers receive a positive and professional experience.

The role will play an important part in supporting the smooth day-to-day running of the People & Culture function while contributing to colleague engagement, operational coordination and workforce support across clinical, retail and operational services.

POSITION IN ORGANISATION

Reports to: People Operations and Workforce Manager
Location: Canterbury
Working hours: 21 hours per week

DUTIES AND KEY RESPONSIBILITIES

Workforce Administration & Coordination

- Support day-to-day workforce administration activity across the People & Culture function.
- Support coordination of onboarding and induction administration processes.
- Support the preparation of workforce documentation, systems updates and colleague records.
- Ensure workforce records are accurate, up to date and compliant.

Colleague Engagement & Experience

- Support colleague engagement and wellbeing initiatives across the organisation.
- Coordinate recognition activity, colleague communications and engagement events.
- Support internal People & Culture communications and colleague updates.

Workforce Support

- Support workforce administration and onboarding activity.
- Assist workforce communications and engagement activity.
- Help maintain accurate workforce records and systems.
- Support events and recognition initiatives.

Systems & Operational Support

- Support HR/workforce systems administration and reporting activity.
- Assist with workforce data preparation and operational reporting.
- Support the coordination of People & Culture projects and initiatives.
- Identify opportunities to improve administrative efficiency and colleague experience.
- Maintenance of the HRIS, 'ciphr'.

- Answering technical ciph queries from staff.
- Running reports as requested by managers from ciph.
- Support the onboarding and offboarding processes on ciph.
- Participate in training the workforce on the efficient and accurate use of ciph.

Customer Service & Team Support

- Act as a point of contact for People & Culture queries where appropriate.
- Provide responsive and professional support to colleagues, volunteers and leaders.
- Support collaborative working across the wider People & Culture team.
- Work flexibly to support organisational and operational priorities.

PERSON SPECIFICATION

Essential Experience

- Experience in an administrative, coordination or customer-focused role.
- Experience using systems and databases.
- Experience managing multiple priorities and competing demands.
- Experience providing professional customer or colleague support.

Essential Skills

- Strong organisational and communication skills.
- Good IT and systems capability.
- Ability to work accurately and confidentially.
- Ability to build positive working relationships.
- Proactive and flexible approach to work.

Desirable

- Experience within HR, workforce, volunteering or people services.
- Experience supporting engagement activity or events.
- Experience within healthcare, charity or multi-site organisations.
- Experience with ciph

GENERAL RESPONSIBILITIES

Corporate Governance –

The post holder must, at all times, act honestly and openly and comply with relevant corporate governance requirements, employment legislation and standards of business conduct.

Post holders are expected to be familiar with and comply with all policies and procedures published by Pilgrims Hospices in East Kent.

Health and Safety –

Under the Health & Safety at Work Act (1974), it is the responsibility of the post holder at every level to take care of his/her own health and safety and that of others who may be affected by his/her acts at work.

Data Protection –

Ensure that all data is processed in a fair and lawful way for the specific identified purpose, in line with the General Data Protection Regulations (GDPR), national data protection legislation and Pilgrims Hospices' Data Protection Policy. Data must not be disclosed in any manner which is incompatible with the purpose and to any unauthorised persons or organisations.

Code of Conduct –

The post holder is required to observe the following principles:

- Make the care and safety of patients his/her first concern and act to protect them from risk
- Respect the public, patients, relative, carers, staff and partners
- Be honest and act with integrity
- Accept responsibility for his/her own work and the performance of the people the post holder manages
- Show commitment to working as a team by working effectively with team members and the wider community
- Take responsibility for own learning and development
- In all actions undertaken have regard for the hospices reputation

Flexibility –

The post holder is expected to work flexibly to be able to meet the challenges and opportunities of working within Pilgrims Hospices in East Kent.

This Job Description is not exhaustive. This job description is a reflection of the current position and the post holder is expected to view it as a guide rather than an exact description of all duties and responsibilities. It may be subject to variation from time to time. The post holder will be required to undertake any other duties that may be required by the Line Manager, commensurate with the level of the post.

PILGRIMS HOSPICES – PERSON SPECIFICATION

This person specification sets out the essential, minimum qualities we are seeking for this post. Please ensure that your application demonstrates how you meet the criteria. You may include voluntary, unpaid and paid work.

	CRITERIA	Criteria Tested At		
		Application	Interview	Essential?
EXPERIENCE	<ul style="list-style-type: none"> Significant experience within an administration role Significant experience of recruitment administration Experience of HR systems administration 	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>
SKILLS/ ABILITIES	<ul style="list-style-type: none"> A willingness to learn and develop new skills Strong planning and organisational skills. A good standard of written and verbal communication skills Flexible approach to work Honest and reliable A positive, 'can do', attitude An ability to work well within a team and on own initiative Accuracy and attention to detail An ability to maintain confidentiality at all times Ability to identify business critical issues and raise accordingly. 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>
QUALIFICATION/ TRAINING	<ul style="list-style-type: none"> A good standard of secondary education, including a minimum of grade C in Maths and English GCSE's 	<p>✓</p>	<p>✓</p>	<p>✓</p>
OTHER REQUIREMENTS	<ul style="list-style-type: none"> A willingness to undertake any other statutory and mandatory training appropriate to the needs of the role Ability to travel to other sites within East Kent. 			