



Job Title: People & Culture Co-Ordinator

Reporting to: People Operations Business Partner

Salary: £30,250

Location: Hybrid (2 days at Head Office required)

Hours & Basis: 35 hours, 5 days a week

Direct Reports: None

This Role:

The People and Culture Co-ordinator plays a key part in delivering an efficient, people-focused HR service by supporting core People & Culture (P&C) operations. This is a hands-on, detail-oriented role that requires strong communication skills, a commitment to service excellence and a collaborative mindset.

The People and Culture Co-ordinator will be the first point of contact for employee queries related to compensation, benefits and payroll, escalating complex issues as needed. With a strong focus on confidentiality and compliance with GDPR, the role will ensure the integrity of the HRIS is maintained, with accurate and timely updates to employee records, and that relevant documentation is issued to employees following any variations to employment.

This role involves regular communication with internal stakeholders, responding to queries within defined timescales and contributing to key reporting cycles, including probation, sickness, and maternity/family leave schedules. It is also responsible for ensuring right to work checks and DBS/PVG renewals are conducted in a timely manner to mitigate organisational risk.

The People and Culture Co-ordinator will play a key and critical role in supporting Place2Be's employee relations and change processes, whilst also identifying opportunities for continuous improvement.



Key Responsibilities:

The job description is a general outline of the job duties and responsibilities and may be amended as Place2Be develops and expands. The post holder may be required to undertake other duties as may reasonably be required from time to time.

- Address employee enquiries related to compensation, benefits and payroll related matters, escalating any queries to the People Operations Business Partner.
- Maintain strict confidentiality in all aspects of P&C work as required and work in line with GDPR and P&C policies and procedures, always.
- Maintain the right to work process for existing employees
- Ensure DBS/ PVG renewals are processed in a timely manner with 4 weeks lead time to expiry
- Ensure people procedures (via the People and Culture Process Handbook) are kept up to date in conjunction with People Operations Business Partner & wider team.
- HRIS updates – change form processing. Updating the HRIS with employment changes across Place2Be.
- Draft and issue accurate employment variation/confirmation letters via line managers within 5 working days of payroll approval.
- Fixed Term Contract renewals – documentation & HRIS update in line with process handbook
- Ensures school exit and variation consultation paperwork is followed up and uploaded to Cascade
- Liaise with P&C Advisor regularly to update on any redundancy consultations/ redeployments or issues with record keeping related to school exits/ school model variations
- Timely follow up and uploading letters copies/ minutes and Health & Wellbeing passports as applicable utilising regular short term sickness reporting & follow up on
- Triage Display Screen Equipment needs straightforward IT equipment are sent to IT and escalating any other needs to People & Culture Business Partners.
- Provide monthly reporting to People Operations Business Partner on Probation/ DD&C/ School exit and Short-Term sickness meeting completions
- Develop and issue accurate Maternity/ family leave schedules ; organising meetings with employees as required to obtain accurate information
- Accurate compilation of Resignation acknowledgements and termination letters
- Reference requests compiled and issued in line with policy and People and Culture Process Guide
- Respond to mailbox queries, ensure 100% accuracy and resolve any issues within SLA's.
- Resolves different types of queries that may be presented from colleague's management, explaining and documenting responses
- Respond and resolve mailbox/ HALO queries within agreed SLA's – acknowledge & resolve within 3 working days
- Provide service using agreed systems and processes, taking ownership for work applying agreed processes for checking and seek support if unclear.
- Adhere to deadlines and process schedules both internal and statutory, mitigating the impact on Place2Be and colleagues and stakeholder of deadlines not being met by prioritising tasks when dealing with conflicting or changing demands



- Select appropriate communication method for resolving queries, recognising the advantages and risks related to each method to drive care and a people first agenda. Adopts the appropriate communication method for each stakeholder for each situation. Examples may include phone, online, face-to-face, email and letters
- Escalates concerns relating to deadlines in a timely manner, suggesting solutions where applicable and within own capability
- Professionally, accurately and appropriately, respecting the principles of data protection and confidentiality
- Build and maintain trust and sound relationships within the People and Culture team, with colleagues and stakeholders to deliver quality people services
- Uphold Place2Be policies and ensure policies are shared with employees and managers as required when queries are received

Development

- Support ER/Change management as required to develop working knowledge of the principles of managing change or navigating the employee relations/ conflict resolution
- Opportunity to contribute to projects and continuous improvement of processes, practices and policy development
- Attend internal training sessions as directed
- Expected to maintain CPD

What you will need:

- Part qualified or completion of CIPD Level 3 or 5 qualified or HR/ relevant degree and a commitment to undertaking CIPD
- Previous experience in HR/People and Culture administration, or a similar role and operates as a team player
- Experience and knowledgeable in respect of record keeping and GDPR*
- Experience of working with highly sensitive information and data in a confidential manner and accurately*
- Experience of administration within HR Information Systems (HRIS) and payroll processing*
- Able to understand data, run reports and track data and Management Information
- Well organised with the ability to work under pressure, prioritise workload and self-awareness to seek help when required
- Excellent attention to detail and strong numeracy skills, always ensuring accuracy in own work and the work of others
- Individual and team contributor
- Strong interpersonal and communication skills, with the ability to build effective working relationships
- IT-literate with proficiency in Microsoft Office applications (Outlook, Word, Excel)*
- A strong commitment to our values and ability to demonstrate these in your work: Perseverance, Integrity, Creativity and Compassion. <https://www.place2be.org.uk/about-us/our-work/our-mission-vision-and-values/>

** indicates the minimum criteria needed to be considered under the disability confident guaranteed interview scheme.*