

# Job description

Post title: HR Co-ordinators

Service area: Human Resources

Grade: Sc6

Reports to: Senior lead - HR Transactions and Advice

Your team: N/A

Number of supervisees: N/A

## Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

## Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

## Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures

- Supporting people with long-term health conditions and/or disabilities
- Recognising the value of flexible working to support staff where possible

## Key responsibilities

- Act as first point of contact service for HR related queries and provide an efficient HR transactional service for the organisation relating to starters, leavers and changes where not automated.
- Provide a high-quality service, responding accurately, working at pace and with a professional outlook. Liaising internally with colleagues, deliver services that use best practice and innovation.
- Provide advice confidently based on a sound understanding of the organisation's policies, procedures and practices. Work collaboratively with colleagues to assist with the delivery of policies, procedures and advice that meet managers' needs.
- Provide managers and staff with advice, information and support on the processing of staff appointments including pursuing all statutory and pre-employment checks e.g. DBS, medical clearances, references, General Social Care Council Registration, Pensions, Asylum and Immigration checks, work permits applications where necessary, issuing of contracts, offer letters and variations to contracts within agreed timescales.
- Maintain relevant documentation, ensuring all contractual/legal documents and templates are kept up to date and in line with current legislation.
- Support and coach managers to understand and comply with policies and procedures. Monitor HR processes and activity to ensure compliance with policies and procedures and legislation.
- Provide a comprehensive HR advice and administrative service by telephone, email, in writing or in person. Use available HR systems effectively to access relevant people data to resolve customer issues.
- Using Resource Link, manage the processing and administration of HR/Payroll related work including pay forms for starters, leavers, changes, variations to employee contracts i.e. hours, grade, change of bank details, extension, post change etc. This will include agency records and the setting up of starter and leaver records, making amendments where necessary.
- Ensure information, returns and updates from departments are entered onto HR systems in a timely manner i.e. sickness absence, visa permits, changes to employee records. Process requests for mortgage letters and references.
- Administer employee benefits such as childcare vouchers, season ticket and travel card scheme, long service awards, computer scheme and cycle-to-work.

- Update employee records following organisational change. Ensure the scanning of documents relating to restructures e.g. letters, job descriptions, job evaluation forms, interview notes and other relevant employee information.
- Ensure that apprenticeship starters are entered on relevant HR systems and contract extensions are actioned as appropriate.
- Provide administrative support throughout the recruitment and selection process including drafting and sending correspondence to candidates; invitations to interviews, offer packs, and upload of personnel files to relevant HR systems.
- Ensure that new employee records, transfers, benefits and changes to existing employee records are accurately entered on the HR system in accordance with contractual requirements by the required deadlines. To be responsible for ensuring the calculation of payments including honorarium payment and acting up allowances comply with council policy.
- Provide advice and guidance on basic queries relating to terms and conditions of employment.
- Ensure risk assessment information is appropriately recorded and saved to employee records.
- Handle the Recruitment mailbox ensuring a prompt action/response time and escalating issues where necessary. Provides recruitment system advice as and when required.
- Coordinate and administer all aspects of advertising and scheduling. Set up adverts on behalf of line managers and in line with requirements. Check job descriptions and adverts for errors and correct where necessary.
- Contribute to the maintenance of the establishment on the HRIS systems by adhering to agreed policy and process for both established and non-established posts in conjunction with finance.
- Provide a comprehensive and professional HR administration service, covering all aspects of Safe Recruitment policies and procedures. To provide monthly reports related to safe recruitment where required.
- Assist with compliance for Disclosure and Barring Service (DBS) requirements council wide for the appointment of staff, volunteers, foster carers and prospective adoptive parents, external organisations and partner organisations using the council as an umbrella body.
- Ensure DBS forms/online forms are completed accurately and to liaise with named contact officer for any discrepancies on the forms to ensure forms are correctly completed before being countersigned.
- Check online tracking with DBS to ensure progress has been made and update the DBS database accordingly. Take necessary action with the relevant parties i.e. escalating applications. To remind new employees to subscribe to the DBS Update Service and to check their online status and where appropriate reimburse the subscription fee.

- Issue invoices, checking progress and ensuring payment, journal transfers and accruals take place.
- Support the collation of exit survey information so trends can be analysed and fed into the wider workforce planning activities.
- Collate or provide responses to Freedom of Information or Subject Access Requests.

## Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

## Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

## Budget responsibilities

(Insert information about any responsibilities the role has for budgets)

## Work style

Flexible

## Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

## Essential criteria

### Qualifications

Essential criteria	Criteria description	Assessed by
1	Working towards membership of the CIPD or equivalent knowledge, skills and experience	Application
2	Evidence of continued professional development.	Application

## Experience

Essential criteria	Criteria description	Assessed by
3	Experience of providing a wide range of HR policy and resourcing advice and administration to employees and managers within a large organisation.	Application/Interview
4	Experiencing of accurately inputting relevant data in the HR systems.	Application/Interview
5	Experience of HR recruitment systems and supporting manager with recruitment administration.	Application/Interview

## Skills

Essential criteria	Criteria description	Assessed by
6	Knowledge of current employment legislation and its application within a local government environment.	Application/Interview
7	Ability to apply appropriate policies and procedures ensuring an effective customer service. .	Application/Interview
8	Excellent customer focus skills, in particular setting expectations; timely communications and seeking and acting on customer feedback.	Application/Interview
9	The ability to handle, resolve or, where appropriate escalate administrative queries, issues and complaints.	Application/Interview

## Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor's Good Work Standard, Stonewall Diversity Champion, and Time to Change.

