HR Coordinator

Department: Human Resources
Hours of work: Full Time/Flexible (minimum 30 hours per week)
Contract type: Open
Salary: £27,131 - 33,314 per year, reduced pro-rata for part-time working
Main purpose of the role

The HR Coordinators supervise and coordinate a small administrative team of colleagues working to support the HR Administration of employees and casual workers at the University.

Key responsibilities

This opportunity is based in the HR Compliance team supporting our Casual Worker registration processes and right to work check processes.

This role coordinates a registration service for casual workers, ensuring our processes for engaging, paying and managing casual workers are efficient and effective, while complying with relevant legislation. In addition this role has day to day oversight of our right to work checking procedures ensuring we provide a welcoming service to new colleagues and that the checks themselves are legally compliant.

The HR Coordinator will play a key role in promoting process development and review across the wider team to ensure our systems and processes are customer focused, maximise efficiency and are compliant with employment legislation.

1. Role Specific Responsibilities
   - Line Management of a small team of administrators
   - Support the documentation and development of our HR systems and processes, taking a key role in relation to casual workers and casual worker compliance.

2. University of York Responsibilities for Grade 5

Service and Operational Delivery
   - Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
   - Deliver services to standards set by others, using initiative and independent action to meet service needs.
   - Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
   - Where appropriate, solicit customer views on the nature and quality of the service provided.
   - Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
   - Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement
   - Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
   - Contribute to and/or initiate the development and improvement of methods of service delivery.
   - Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
   - Proactively identify opportunities for building new personal knowledge and skills for self and others.
Specialist Contribution

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation

- Plan and organise own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
- Contribute to longer term plans/programmes of work.
- Plan and organise small scale projects.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
# Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Ability to interpret legislation into practical actions/processes within a working environment.</td>
<td>Essential</td>
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<tr>
<td>Ability to review procedures and processes, ensuring they are fit for purpose and maximise efficiency; make recommendations for improvements as identified and implement agreed changes.</td>
<td>Essential</td>
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<tr>
<td>Ability to line manage and motivate a team and to apply available resources to optimum effect with excellent standards of customer services with a high attention to detail.</td>
<td>Desirable</td>
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## University of York Person Specification for Grade 5

### Qualifications:

- Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience. 

### Skills - demonstrates the ability to:

- Manage small-scale projects 
- Gather, analyse, interpret and report data/information 
- Use digital technologies including Google applications and/or Microsoft Office 
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools 

### Behaviours:

- Works collaboratively with others 
- Delivers a quality service 
- Develops self and others 
- Actively champions respect, inclusivity, equality and diversity 
- Identifies and implements continuous improvement 

