

## Job Description

**Job Title:** People & Culture Coordinator

**Responsible to:** People Partner

### Job Purpose:

To support the People & Culture team to provide a seamless and efficient service to all of its customers both internal & external. The People & Culture Coordinator will lead on the processing and maintenance of employee related data, ensuring accuracy and relevance and efficiency for the department.

### Main Duties:

- > To provide administrative support to the People & Culture Team that ensures efficiency and that we are making the most of technology.
- > To deliver excellent customer service to maintain the credibility of the overall function
- > To onboard new colleagues joining the organisation.
- > To take notes at employee relations meetings if required.
- > To manage, field and answer general queries and emails in the HR Inbox and escalate if needed.
- > Manage and maintain the full employee database, ensuring records are accurate and updated regularly.
- > Create regular reports and presentations on HR metrics.
- > Assist Payroll by providing relevant employee information.
- > Assist the Learning team by providing relevant employee information.
- > To continuously improve our administration processes to streamline them and make them less paper based.
- > To maximise the potential of the HR system to reduce manual interventions
- > To ensure that DBS checks are updated and renewed as per policy.
- > Support new applicants through their onboarding journey e.g. processing references, OH clearance and DBS checks, liaising with managers for start dates etc.
- > To ensure all professional registrations are checked and kept up to date.
- > To ensure right to work processes are maintained
- > To support the People & Culture team by responding to information requests and pulling information from the People Database
- > To work together to ensure the People & Culture Team has an open and supportive culture.
- > To collaborate across the organisation to contribute to projects and improvement initiatives.
- > To work collaboratively to ensure meaningful and accurate people information can be provided.



### Other Duties:


- > To act as an ambassador for Acorns raising awareness of its charitable aims and objectives and enhancing its reputation through exemplary behaviour, conduct and team working.
- > To contribute to Acorns fundraising aims by raising awareness with your stakeholder groups about how vital fundraising is to the charity's mission and sharing opportunities for fundraising support.
- > To put the needs and interests of Acorns children and young people and their families first in all aspects of their work.
- > To ensure compliance with Acorns policies for diversity, employment, equal opportunities, health and safety, information governance and safeguarding.
- > To actively participate in an annual performance and development review process and any training and development identified to further enhance your role with Acorns.
- > To carry out any other reasonable duties commensurate with the role.

Acorns adheres to the United Nations Convention on the Rights of the Child. As an employee you will be a Duty Bearer for Children's Rights and support all children to be Rights Holders.

## Person Specification: People & Culture Coordinator

	Essential	Desirable
<b>Qualifications</b>	> Good general education	> NVQ Business Admin or equivalent
<b>Experience</b>	> Strong admin experience in a busy environment	> Experience within an HR environment > Experience in a customer facing role
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>&gt; Computer literate - MS Office applications, in particular</li> <li>&gt; Strong organisational skills</li> <li>&gt; Good time management skills</li> <li>&gt; Ability to prioritise important tasks</li> <li>&gt; Able to demonstrate empathy</li> <li>&gt; Collaborative and a team player</li> <li>&gt; Able to demonstrate discretion, be trustworthy and maintain confidentiality</li> <li>&gt; Adaptable, flexible and a quick learner</li> <li>&gt; Strong accuracy skills and attention to detail</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>&gt; Commitment to professional development and growth</li> <li>&gt; Ability to travel independently between sites</li> </ul>	
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>&gt; Positive, enthusiastic approach &amp; can-do attitude</li> <li>&gt; Open to change and continuous improvement</li> <li>&gt; Ability to remain calm under pressure</li> <li>&gt; Commitment to the People strategy &amp; its success</li> </ul>	

## Terms and Conditions of Employment

A decorative graphic in the top left corner consisting of three overlapping shapes: a green triangle, a blue circle, and a purple square.

<b>Job Title:</b>	People & Culture Coordinator
<b>Responsible To:</b>	People Partner
<b>Location:</b>	Nearest Acorns Hospice (Birmingham, Walsall or Worcester)  With some remote working
<b>Salary:</b>	£26,000 per annum (pro rata)
<b>Notice:</b>	8 weeks
<b>Hours:</b>	25 hours per week
<b>Holidays:</b>	27 days plus statutory bank holidays (pro rata)
<b>Pension:</b>	Contribution to Group Personal Pension Plan or NHS Pension Scheme (if already in scheme)
<b>Life Assurance:</b>	Acorns Group Life Assurance Scheme or NHS Pension Scheme Life Assurance cover (if already in scheme)

All terms and conditions will be detailed in writing together with Employee Handbook which must be read and observed.

