



People Services Coordinator

1. JOB SPECIFICS	
Job Title:	People Services Coordinator (12 months FTC)
Reports to:	People Services Team Leader
Location:	Slough
Department:	People Team

2. ABOUT THE ROLE	
What you'll be doing?	Taking ownership of and providing a full administrative and initial POC support service for employees, throughout the employee lifecycle.
Key Responsibilities	<ul style="list-style-type: none"> • Co-ordinating the offer management process: producing contracts of employment and ensuring all reference and vetting requirements have been complied with • Collaborating with other functions to ensure the onboarding and ongoing employment experience exceeds expectations • Creating and updating employee records through our core HRIS, including probation, promotions, job changes, exits, absences, training and benefits records • Setting up and maintaining electronic files, ensuring all contractual documents are maintained centrally • Responding to verbal and written queries relating to People policies, processes and benefit entitlements, escalating to other team members as necessary • Supporting People team projects and employee lifecycle events such as data cleansing, holiday buying, process reviews, TUPE transfers and any other initiatives • Recommending and actioning authorised process improvements as appropriate • Undertaking any other duties, at a level appropriate to the position, as directed by the PS Team Leader or Head of People Services.
KPIs & SLAs	<ul style="list-style-type: none"> • Accuracy and timeliness of data passed to payroll for processing • Accuracy of data used for KPI reporting • Accuracy of soft copy contractual records, Right to Work and background checks

	<ul style="list-style-type: none"> • Feedback from managers and employees across the business
Key Working Relationships	<ul style="list-style-type: none"> • All Employees and Managers • Talent Acquisition Consultants • Payroll Specialists • People Advisors

3. ABOUT YOU	
Skills & Abilities	<ul style="list-style-type: none"> • Excellent attention to detail and strong process orientation • Confident verbal communication and a clear written style • Confident multi-tasker, capable of maintaining a level head when under pressure • Effectively prioritises workload to meet deadlines, with limited supervision • Enjoys taking initiative and problem solving • Collaborative team player
Your Experience	<ul style="list-style-type: none"> • Track record of accurate and timely administration in a busy operational HR role • Minimum of 6 months' experience using an HRIS on a daily basis • Customer focused telephone liaison • Handling high volumes of queries, ideally with some exposure to a demanding client base
Your Knowledge	<ul style="list-style-type: none"> • Word, Excel and Outlook, ideally beyond basic competence • HRIS, ideally Cascade • Some knowledge of ISO 27001 standards is desirable
Your Qualifications	HR qualification, or studying towards one, preferable
What you'll bring to QA	<ul style="list-style-type: none"> • Personable and professional and be a great ambassador for the People Team • Keen desire to learn and progress within the People team • Be tenacious, resourceful and resilient • Proven organisational skills with the ability to prioritise in a timely and efficient manner. • Emotional resilience, able to deal with ambiguity