

HR Coordinator



The Hospice of St Francis Charity provides essential free care across West Hertfordshire and South Buckinghamshire and inspires people to raise over £5million every single year to fund this care. The HR Coordinator will manage and oversee various HR functions related to the employee lifecycle, including recruitment, onboarding, employee records management, benefits administration, absence management (including sickness, maternity, paternity, and carers leave), performance management, KPI reporting, and offboarding. The ideal candidate will have strong organisational skills, attention to detail, and a passion for supporting employees throughout their journey with the Hospice.

Accountable to: Head of HR

Main duties and responsibilities:

- To maintain employee records, and manage documents (i.e. employment records, on boarding paperwork) and update internal databases accurately
- Manage day to day recruitment and on-boarding process for new employees
- Be able to work in a confidential and proactive manner whilst adhering to policy and procedure
- Create, compile and issue relevant paperwork for starters, changes and leavers to include issuing accurate letters and Contracts of Employment
- Responsible for updating and developing people related pages on Hospice Website to ensure up to date with people information and that the Hospice is promoted as an employer of choice
- Assist in the completion of ad-hoc reporting including KPI reporting
- Assist and respond to employee questions relating to policies including sickness absence and leave, including maternity and paternity.
- Assist with the preparation of Occupational Health referrals; pre-employment and OH reports
- Ensure compliance is upheld through regular right to work checks, DBS and medical registrations of employees
- Maintain, update and circulate people forms and documents including staff policy lists.
- Keep up to date with legislative changes
- Represent the Hospice and uphold the organisations reputation and values
- To support the organisations income generation activity

**The Hospice of St Francis supports flexible working, paid carers leave and jobshare*

Key Accountabilities, Responsibilities & Tasks

**Departmental
& Role
Specifics**

Recruitment & Onboarding:

- Assist with the preparation of recruitment materials, including Job Descriptions, Person Specifications and adverts, in collaboration with the recruiting Manager.
- Coordinate the recruitment process in collaboration with the recruiting managers – advertise posts using social media, websites, media and agencies, post internal notices, manage enquiries, arrange short listing and interviews, manage job offer and complete new starter process (including induction and probation)
- Ensure timely and effective onboarding of new employees including collecting necessary documentation, completing DBS checks and completing the HR induction.
- Maintain relevant recruitment spreadsheets ensuring up to date with recruitment campaigns, including the recording of recruitment expenditure
- Support line managers with continued induction process (including the use of an Induction Checklist) and the probation process, including advice on the relevant timescales for formal probation meetings and objective setting. To advise the Head of People when performance issues arise during probation

Absence Management:

- Manage all employee absences, including sickness, maternity, and paternity leave, ensuring compliance with company policies and relevant legislation.
- Ensure efficient tracking and reporting of absences, including implementing absence management policies to minimise disruption to the business.
- Coordinate with employees on necessary documentation for absences, such as medical certificates, and assist with return-to-work processes.
- Refer employees to Occupational Health when required, ensuring all necessary paperwork is completed.
- Track and follow up on Occupational Health referrals to ensure timely feedback and recommendations are received and ensuring any necessary adjustments or accommodations are in place if applicable.
- Administer and track maternity, paternity, and carers leave requests, ensuring compliance with statutory rights and company policies.
- Provide guidance and support to employees on maternity, paternity, and carers leave, including the management of leave schedules, pay entitlements, and return-to-work arrangements.

Offboarding:

- Manage the offboarding process for departing employees, ensuring the completion of exit interviews, return of company property, and the finalisation of necessary paperwork.
- Update the HR database and payroll with leaver information including any annual leave payments or deductions to be made.
- Ensure smooth transitions for employees leaving the organisation and provide support where necessary.

Reporting / General HR Administration:

- Serve as first point of contact for employee queries related to HR policies and procedures.

This list of tasks and responsibilities is not exhaustive, other relevant and appropriate duties as required by the Manager may be required. This Job Description will be reviewed and can be amended by agreement with the Post Holder and Manager.

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	<ul style="list-style-type: none"> • Use the database to assist in the preparation of people reports and the analysis of employee data, including KPI reports for example sickness absence, training and turnover to deliver management information • Liaise with payroll regarding any monthly starters, leavers or changes. • Assist with the creation and continued maintenance of the HR database document library to include contracts, letter templates and policy/procedure signature lists • Maintain people database including working patterns, post management and organisation charts etc. • Support the Head of People with staff wellbeing projects • Liaise with payroll regarding any monthly starters, leavers or changes. • Ensure excellent communication and customer service • Support people/volunteer events • Assist in the continued development of the HR database, in line with the ongoing project plan including auditing data.
Qualifications, Skills, Experience, Knowledge & Approach	<ul style="list-style-type: none"> • Previous experience in an HR administrative role (min 2 years) • CIPD Level 3 or studying towards (desirable) • Sound knowledge of HR processes and practices related to employee lifecycle management and absence management. • Excellent organisational, communication, and interpersonal skills. • Proficiency with HRIS software and Microsoft Office Suite. • Ability to maintain confidentiality and handle sensitive information with discretion. • Strong attention to detail and ability to manage multiple priorities. • Excellent grasp of English, including a breadth of vocabulary consistent with HR/procedures • Experience of liaising with agencies, other organisations including internal and external candidates • Data entry and database maintenance and reporting • Proven experience of working in diverse communities, understanding and overcoming the impact of discrimination (desirable) • Minute taking experience (desirable)
Key Accountabilities, Responsibilities & Tasks	
Communication	<ul style="list-style-type: none"> • Excellent verbal and written communication skills using a variety of media/tools • Excellent listening skills and interpersonal skills • Excellent customer care skills – understands importance of good customer engagement and able to build strong working relationships • Good team player who is willing to support others/learn new skills • Able to communicate sensitively and understand the boundaries of HR work • Respectful, confident persuasive communicator
Internal & External Contacts	<ul style="list-style-type: none"> • Staff and volunteers • Board of Trustees • Executive Team • Patients and Families • Bank staff • HR & Voluntary Services team • Head(s) of Service • Key donors and suppliers • Professional bodies/networks • Relevant regional & national peers • People Database Support Desk

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	<ul style="list-style-type: none"> • Occupational Health provider • Recruitment agencies and advertising media contacts
Decision Making	<ul style="list-style-type: none"> • Maintain confidentiality at all times • Good level of numeracy and the ability to problem solve • Strong attention to detail and ability to drive multiple projects concurrently. • The ability to be flexible and adaptable • Excellent understanding of unconscious bias in your own practice with a solution focused approach to identifying and resolving the blocks access and engagement (desirable)
Mental and Physical Consideration. Working Conditions & Environment	<ul style="list-style-type: none"> • Commitment to the aims and ethos of the Hospice • Continually strive to improve the business • Keen to develop self within role • Ability to prioritise in the best interests of the organisation as a whole • Willing and able to work as part of a team and independently using own initiative • Skilled in managing competing demands and expectations • Work with pace and accuracy • Ability to manage various administrative tasks in a timely manner • Self-motivated and able to fulfil the job role with minimal supervision • Task driven – able to see processes through to completion • Continually strive to improve the business • Skilled in supporting people operating in senior positions in an organisation • Excellent keyboard skills • Ability to concentrate for sustained periods of time • Confident under pressure
Health & Safety	<ul style="list-style-type: none"> • Understand and comply with all Health and Safety, Fire and Infection Control regulations • Complete all mandatory training and ensure compliance of direct reports and contractors
Safeguarding	<ul style="list-style-type: none"> • Act in a manner at all times to safeguard the interests of individual patients/clients and their families and justify public trust and confidence in the Hospice of St Francis

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