

Job Description	
Job Title	HR Coordinator
Salary Range/Grade	£25,598
Job Location	Home based
Hours Per Week	37
Reports To	HR Operations Manager
Responsible For	N/A
<b>What positive impacts will this position have on children, young people and families?</b> In this role, you'll be a vital part of creating a positive and supportive experience for our colleagues. You'll take care of the details that keep things running smoothly, from new starter paperwork to making sure policies are followed, all while helping your colleagues feel valued supported and ready to make a difference in the lives of children and families.	
General Description	
Task	
<ul style="list-style-type: none"> <li>Be the first point of contact for all HR administration queries, providing professional, efficient and customer-focused service at all times.</li> </ul>	
<ul style="list-style-type: none"> <li>Use internal systems confidently and guide colleagues through HR processes when required.</li> </ul>	
<ul style="list-style-type: none"> <li>Handle day-to-day administration for all key colleague milestones, including new starters, role changes, leavers, probations and references. This list is not exhaustive.</li> </ul>	
<ul style="list-style-type: none"> <li>Manage the full onboarding process for new starters from sending offer letters and contracts to processing references, DBS checks and right-to-work documentation. Also manage more complex starters, changes and leavers cases (e.g. recruitment of Directors)</li> </ul>	
<ul style="list-style-type: none"> <li>Coordinate paperwork for volunteer recruitment, including DBS checks, references and maintaining the volunteer database.</li> </ul>	
<ul style="list-style-type: none"> <li>Post job adverts using the online recruitment system, arrange interviews and manage candidate communications.</li> </ul>	
<ul style="list-style-type: none"> <li>Update absence trackers and follow up with managers for missing documentation.</li> </ul>	
<ul style="list-style-type: none"> <li>Prepare high quality internal and external correspondence using standard templates. Carry out mail merges when required</li> </ul>	
<ul style="list-style-type: none"> <li>Update the Learning Management System and manage training bookings and requests.</li> </ul>	
<ul style="list-style-type: none"> <li>Organise and send invitations for management and appraisal training.</li> </ul>	

<ul style="list-style-type: none"> <li>• Support HR Operations manager with any pay related changes e.g., cost of living increase.</li> </ul>
<ul style="list-style-type: none"> <li>• Monitor 1-2-1 supervision compliance and chase outstanding returns where necessary.</li> </ul>
<ul style="list-style-type: none"> <li>• Escalate any concerns or issues to HR Operations Manager promptly.</li> </ul>
<ul style="list-style-type: none"> <li>• Build and maintain positive working relationships across the organisation including HR visibility across all Spurgeons contracts as required.</li> </ul>
<ul style="list-style-type: none"> <li>• Work collaboratively with colleagues in HR Operations, Payroll, IT and other support functions. Carry out ad-hoc duties where required and be flexible to cover and/or support the HR team where required.</li> </ul>
<ul style="list-style-type: none"> <li>• Uphold Spurgeons mission, vision and values (compassionate, fair, committed) in all areas of the role.</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure personnel records (digital and paper) are kept accurate and up-to-date in line with GDPR and data protection policy.</li> </ul>

<p><b>What you will have achieved by month 3</b></p>	<ul style="list-style-type: none"> <li>• Completed essential online training</li> <li>• Read and understood policies and procedures</li> <li>• Completed 3-month mid probationary review</li> <li>• Confidently handling day-to-day admin requests, showing responsiveness and attention to detail</li> <li>• Demonstrated professionalism when creating internal and external HR correspondence</li> <li>• Managed sensitive information appropriately and ensured GDPR compliance in all HR processes</li> <li>• Flagged and escalated any issues to the HR Operations Manager promptly, demonstrating good judgement</li> </ul>
<p><b>What you will have achieved by month 6</b></p>	<ul style="list-style-type: none"> <li>• Successfully completed probation and probationary review meeting</li> <li>• Good understanding of HR policies, procedures and practices</li> <li>• Gained confidence in using HR systems (HRIS, LMS, recruitment platform) and supporting others in using them</li> <li>• Independently managing the new starter process from offer through to onboarding</li> <li>• Played a key role in volunteer administration, including DBS checks, references and database updates</li> <li>• Built trusted relationships across the organisation and become known as a go-to for HR administration queries</li> </ul>

	<ul style="list-style-type: none"><li>• Regularly updating systems and trackers with accurate information and ensuring all compliance checks are complete</li></ul>
<b>What you will have achieved by month 12</b>	<ul style="list-style-type: none"><li>• Delivering a seamless, professional HR admin service across all stages of the employee and volunteer lifecycle</li><li>• Confidently handling more complex administrative tasks (e.g. Director appointments, escalated changes)</li><li>• Ensuring HR data is accurate, up to date and supports decision-making through reporting and insight</li><li>• Actively upholding Spurgeons' values by treating every colleague with fairness, empathy and professionalism</li><li>• Suggesting and helping implement improvements to HR processes and systems</li><li>• Taking ownership of your own development, keeping up with HR best practice and industry changes</li></ul>

[illegible]

## What We Expect From You

### Our Values:

Everything we do is driven by our values which define who we are and how we work together to support children, young people and families. Our values are at the core of everything we do.



### Our Behaviours:

We have certain expectations of your interactions with our colleagues, our partners, children and the general public. We would expect that you exhibit these behaviours as an employee of Spurgeons.

- Put children and young people first in everything we do
- Respect and value every individual
- Listen to understand without judging
- Be open and honest with kindness
- Persevere to be our absolute best and do what we say we will do
- Bring out the best in each other as we work together for the right result

### Safer Recruitment & Employment Policy:

- Spurgeons is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all staff and volunteers to share this commitment.
- All roles are subject to safer recruitment practices, including reference checks and an enhanced Disclosure and Barring Service (DBS) check where applicable.
- We are committed to ensuring that our recruitment and selection practices reflect our safeguarding responsibilities and promote a safe environment for children, young people and families.

### Equal Opportunities for All:

We actively encourage applications from a broad and deep range of backgrounds and experiences. We are a Disability Confident Employer.

