**Yorkshire Housing Role Profile**

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| **Job title:** | People Operations Coordinator | **Leader of others:** | No |
| **Reports to:** | HR Operations Team Leader | **Contract type:** | Homeworking |
| **Business area:** | People and Culture | **Car allowance:** | No |
| **Budget holder:** | No | **DBS required:** | No |

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| **Job purpose** |
| The People Operations Coordinator is responsible for providing a high quality, proactive and efficient HR support service to colleagues, managers and the wider People Team. Spanning the full colleague journey (including new starters, pay changes, benefits, employment changes and ad-hoc projects).  Working as part of the People Operations Team, the role will ultimately ensure a positive experience for both internal and external customers at every touchpoint and really embed our customer obsessed mindset. |

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| **Key responsibilities** |
| Colleague Records:   * Prepare documentation including, but not limited to, contracts of employment, variations to contracts, promotion/pay changes and terminations and making sure that accurate records are maintained on our HRIS (Cascade). * Support the onboarding process with new colleagues, ensuring pre-employment checks are carried out, managers are kept informed and payroll submission data is completed by the deadline. * Sickness and absence monitoring * Make sure employment files are kept up to date, are easy to use and navigate and are managed in compliance with all applicable laws and best practices.   HR System:   * Make sure that colleague data is efficiently and accurately updated in Cascade e.g. new starters, leavers, promotions, personal details, absence data and reporting line changes. * Proactively contribute towards the development and utilisation of the HRIS through improvement suggestions and acting on colleague feedback.   Payroll and Reward:   * Make sure effective communication between HR and Payroll team members for all colleague changes. * Make sure the effective administration and communication of our reward packages including, payroll, pensions, annual pay review and wider benefits offering. * Liaise with benefit/reward third party administrators e.g., health cash plan for new hires, changes and leavers.   Service Delivery:   * Liaise with colleagues and managers, taking ownership of queries and responding promptly, where appropriate escalating issues to the appropriate team members * Making sure robust processes are in place to manage colleague related administration, looking for and suggesting improvements to improve processes and customer experience. * Provide cover for, and support to, Payroll and HRIS colleagues as needed. * Undertake ad hoc projects, both through own initiative and on request, to maintain a continually developing and value-adding coordination service for the People function. |

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| **What you’ll bring to the role** |
| **The main things:** |
| * HR administration and coordination experience in a busy, professional environment with proven expertise across in key HR processes such as onboarding, new joiners, employment changes, probation management and leavers. * Can demonstrate up-to-date knowledge of HR related regulations and requirements. * Strong general administrative skills with a highly organised approach to your work and ability to prioritise. * Being customer obsessed with a desire to provide a first-class service. * High accuracy and excellent attention to detail. * Strong Microsoft Office skills including word/excel/outlook. * Strong team player with great written and verbal communication skills. * Eagerness to develop own skills and adapt to change. * Personal values and approach that align with YH’s values. * Ability to work flexibly in line with Hub, Home and Roam principles. * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **It would be a bonus if you have:** |
| * Experience of using Cascade and Tribepad * Experience of working as part of a HR Operations team. |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |

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| **Date Role Profile last reviewed:** | October 2024 |