Job Description

Job Title: People Support Coordinator

Faculty/Directorate: People Services

Grade: 4 **Role Profile: PSD1**

Part Time **Permanent**

	Duties of the role
Overall purpose of the role	As part of the 'People Support Hub' the post holder will offer advice and guidance to employees, internal and external stakeholders on a variety of people focussed queries. The People Support Hub will act as the 'front door; to People Services answering enquiries via telephone, email, face to face customer service and utilising the online ticketing system, in a fast-paced environment. The post holder will take ownership for effectively solving employee enquiries, ensuring a customer-centric approach and act as a point of escalation to the broader People Support team. The role will work on a rota determined by the People Support Team Leader to ensure the service is delivered on campus, therefore 80% of the role will be campus based.
Main duties and responsibilities	**People Support Hub** • Provide day to day support through a variety of channels such as email, in person, tickets and audio/video calls for People Services. Answer questions and provide accurate and pragmatic guidance/ feedback in line with policy, process and procedure. Delivering a high quality, customer focused, robust and efficient service to employees, managers and external customers. • Provide end to end resolution, finding solutions to customer enquiries with accurate, satisfactory answers, taking ownership and utilising the wider People Services Directorate as and when required. Ensuring compliance with legislation, university procedures, departmental processes and service level agreement. • Create and utilise scripts for common enquiries and keep records of calls within a call log database. • Analyse and report trends in queries to the People Support Team Leader. Respond quickly by updating internal web pages, creating FAQ's and new scripts for team members. • Responsible for query escalations from the People Support Hub Administrators, ensuring queries are resolved within Service Level Agreements. • Issue letters in relation to queries received, including supporting the Part time hourly paid lecturer process. • Coaching and mentoring junior colleagues in responding to queries. • When required, provide recruitment support and guidance to hiring managers, including advice on recruitment processes, placing job adverts, compliance requirements, ensuring recruitment and pre-employment checks are completed in line with University policies and procedures. • Supporting and monitoring compliance across a broad range of People Services processes, including DBS applications, probation, annual leave, and other employee

	lifecycle activities, ensuring adherence to legislation and University policies.

	Duties of the role
	• Working collaboratively with colleagues across People Services to ensure a positive onboarding experience for candidates. **Other Duties:** • Identifying and recommend continuous improvement opportunities to enhance service or efficiencies. • Maintain HR records for staff when required. • Demonstrate commitment to continuing personal development, including development of skills and knowledge relevant to the role. • Whilst the postholder may specialise in certain areas most skills are common across all teams to ensure greater flexibility and resilience, therefore members of each team across People Services Operations (as deemed necessary by the Operations Manager) will undergo a process of cross training that will ensure proficient multi-skilling to achieve department objectives throughout the year and maximise opportunities to provide greater job satisfaction. • Therefore, as explained above this role forms part of a wider team and may be from time to time subject to change. There may be a requirement for you to move across to the People Operations Team, or support with some duties as and when required and as determined by the People Support Team Leader/Manager. • You may also be required to perform any other duties commensurate with the job grade as reasonably required from time to time. • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.

Person Specification

Job Title: People Support Coordinator

Faculty/Directorate: People Services

Grade: D **Role Profile: PSD1**

Part Time **Permanent**

Hybrid Working available on a minimum of 80% in the office – to be regularly reviewed and agreed with the line manager

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Skills, Knowledge and Experience	Experience of working in a busy customer facing office environment as a Senior HR administrator	Essential		✓	✓		
	Experience of co-ordinating and administrating employee life cycle processes	Essential		✓	✓		
	Ability to interpret HR policy and to give clear and helpful advice, guidance and solutions to customers	Essential			✓	✓	
	Experience of working within administration in Higher Education or the public sector		Desirable	✓	✓		
	Experience of working in a compliance based environment, with particular knowledge in adhering to DBS, UKVI or equivalent regulations and legislation.		Desirable	✓	✓		
	Demonstrable knowledge of the Data Protection Act and GDPR	Essential			✓		
	Experience of using a variety of IT and software solutions to produce reports, monitor and track progress	Essential			✓		
Qualifications and Training	GCSE grade C or equivalent in English or equivalent administrative experience	Essential		✓			✓

	CIPD qualified, part qualified or working towards		Desirable	✓			✓
Administration	Ability to work with a high degree of accuracy and attention to detail.	Essential		✓	✓	✓	
	Strong verbal and written communication skills with the ability to build relationships with key stakeholders	Essential		✓	✓	✓	
	Ability to work under pressure, organise and prioritise work to meet demanding targets and deadlines	Essential		✓	✓		
	Ability and willingness to work as part of a team.	Essential			✓		
Customer Service	Demonstrable commitment to provide a professional, high quality, customer focused, robust and efficient service.	Essential		✓	✓	✓	
	Ability to communicate with customers of all backgrounds and at all levels within the organisation with professionalism	Essential			✓	✓	
	Ability to problem solve and offer effective solutions	Essential			✓	✓	
	Ability to develop and maintain a positive working relationship with both internal and external customers.	Essential			✓	✓	
	Aptitude to contribute and assist with project work to continuously improve services offered	Essential			✓		
Personal Effectiveness	Proficient in the use of Microsoft Office packages and an ability to quickly learn and adapt to new software/systems	Essential		✓	✓		
	Ability to deal professionally with confidential information and demonstrate political sensitivity	Essential			✓		
	Ability to work autonomously in a busy environment, using initiative and seeking guidance as required	Essential			✓		
	Ability to work effectively in a flexible and	Essential			✓		

	responsive way, plan own time and manage workload ensuring that deadlines and time scales are met.						
Equality and Fairness	Sensitive to a diverse range of staff and customer needs	Essential		✓	✓		
	Ability to demonstrate tact and diplomacy when dealing with both internal and external customers	Essential			✓	✓	

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**