

Job Description

Talent and Onboarding Coordinator

People Services

Grade: D

Role Profile: SMD2

Full time

Permanent

	Duties of the role
Overall purpose of the role	To deliver a high-quality, efficient and customer-focused administrative service across the end-to-end recruitment and onboarding lifecycle. The Talent and Onboarding Coordinator is responsible for supporting all recruitment activity, onboarding processes, and contractual administration, ensuring compliance with university policies and statutory requirements. The role acts as a key point of contact for recruiting managers and candidates, providing expert system support, coordinating advertising and selection processes, and ensuring a seamless onboarding experience for new starters.
Main duties and responsibilities	Talent and Recruitment Administration • Provide comprehensive administrative support across the full recruitment lifecycle, acting as the first point of contact for recruiting managers and candidates. • Coordinate vacancy set-up, approvals, and advertising using internal systems and external job boards. • Manage the end-to-end advertising process, including liaising with agencies and specialist platforms to ensure roles are effectively promoted. • Respond to queries relating to recruitment processes, adverts, and system use in a timely and professional manner. • Support shortlisting and interview arrangement processes, ensuring a smooth candidate experience. Onboarding and Contracts • Draft, issue and manage contracts of employment and associated documentation, ensuring accuracy and compliance with organisational policy. • Coordinate all onboarding activity, maintaining regular communication with new starters and hiring managers to ensure a positive onboarding experience. • Complete all pre-employment checks (e.g. right to work, DBS, references) in line with legislative and organisational requirements. • Ensure all required documentation is received and verified prior to confirming start dates. • Liaise with specialist teams to ensure compliance with UKVI, safeguarding and regulatory requirements.

	Duties of the role
	Systems and Data Management • Act as a system super-user for recruitment and HR systems, providing guidance and troubleshooting support to managers. • Maintain accurate and up-to-date employee and recruitment records, ensuring data integrity and GDPR compliance. • Produce reports and track recruitment and onboarding activity to support operational delivery. Customer Service and Query Management • Provide a responsive and professional service, answering queries from managers, candidates and stakeholders across People Services. • Build effective working relationships with internal customers and external partners. • Ensure all interactions reflect a customer-focused, inclusive and professional service culture. Continuous Improvement and Team Contribution • Identify opportunities to improve processes, systems and service delivery, contributing to continuous improvement initiatives. • Support wider People Services Operations activity, including cross-team working and multi-skilling as required. • Maintain a commitment to personal development and keeping knowledge up to date. • 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

People Support Coordinator

People Services

Grade: D

Role profile: PSD1

Full time (37 Hours)

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		x	x		
	Experience of co-ordinating and administering employee life cycle processes	Essential		x	x		
	Ability to interpret HR policy and to give clear and helpful advice, guidance and solutions to customers	Essential			x	x	
	Experience of working within administration in Higher Education or the public sector		Desirable	x	x		
	Experience of working in a compliance based environment, with particular knowledge in adhering to DBS, UKVI or equivalent regulations and legislation.		Desirable	x	x		
	Demonstrable knowledge of the Data Protection Act and GDPR	Essential			x		
	Experience of using a variety of IT and software solutions to produce reports, monitor and track progress	Essential			x		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	GCSE grade C or equivalent in English or equivalent administrative experience	Essential		x			x
	CIPD qualified, part qualified or working towards		Desirable	x			x
Administration	Ability to work with a high degree of accuracy and attention to detail.	Essential		x	x	x	
	Strong verbal and written communication skills with the ability to build relationships with key stakeholders	Essential		x	x	x	
	Ability to work under pressure, organise and prioritise work to meet demanding targets and deadlines	Essential		x	x		
	Ability and willingness to work as part of a team.	Essential			x		
Customer Service	Demonstrable commitment to provide a professional, high quality, customer focused, robust and efficient service.	Essential		x	x	x	
	Ability to communicate with customers of all backgrounds and at all levels within the organisation with professionalism	Essential			x	x	
	Ability to problem solve and offer effective solutions	Essential			x	x	
	Ability to develop and maintain a positive working relationship with both internal and external customers.	Essential			x	x	
	Aptitude to contribute and assist with project work to continuously improve services offered	Essential			x		
Personal Effectiveness	Proficient in the use of Microsoft Office packages and an ability to quickly learn and adapt to new software/systems	Essential		x	x		
	Ability to deal professionally with confidential information and demonstrate political sensitivity	Essential			x		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Ability to work autonomously in a busy environment, using initiative and seeking guidance as required	Essential			x		
	Ability to work effectively in a flexible and responsive way, plan own time and manage workload ensuring that deadlines and time scales are met.	Essential			x		
Equality and Fairness	Sensitive to a diverse range of staff and customer needs	Essential		x	x		
	Ability to demonstrate tact and diplomacy when dealing with both internal and external customers	Essential			x	x	
Our Values and Behaviours at DMU							
Collaborative	Support colleagues to achieve outcomes whilst being aware of personal impact of individual contribution and impact on colleagues	Essential		x	x	x	
Compassionate	Act openly and honestly, showing care to others and holding oneself accountable for own actions	Essential		x	x	x	
Creative	Striving for better, offering constructive challenge to creatively explore solutions and innovations to improve	Essential		x	x	x	
Community-minded	Treating others with respect, demonstrating empathy and embracing alternative views and values whilst seeking to tackle inequalities	Essential		x	x	x	

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