

# JOB DESCRIPTION

Job Title	People Coordinator		
Reports to	AD, People Operations		
Department	People Team		
Job Family	Learning/ Business Services	Level	2

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and custom executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The People Team delivers reliable and transparent human resources foundations that enable a thriving employee journey. Together, we foster an engaged, accountable and inclusive future-ready workforce that drives the School's success.

The People Team provides proactive advice, support and enablement to staff colleagues (non-academic) in the areas of talent acquisition, engagement and management, learning & development, employee relations, and total rewards across the UK, Dubai and UAE.

In addition, the People Team provides payroll services and manages and reports on colleague data for faculty and casual employees. We lead on diversity, inclusion and belonging for the whole School community, including students and participants.

The team, adopting a business partnering approach, works closely with Senior Management, Heads of Departments, and line managers to support them in achieving their business goals through their people.

### Job Purpose

This role is vital in ensuring the smooth and efficient functioning of HR processes and systems, delivering effective coordination and administrative support across the full employee lifecycle, from onboarding through to offboarding. The result is efficient and compliant HR processes, accurate data management, and a positive employee experience.

The role also supports the queries and recordkeeping of selected learning activities, working with the Learning & Development team to ensure these are managed smoothly and professionally.

### Key Areas of accountability and Key Performance Indicators (KPIs)

#### General HR Administration

- Act as the first point of contact for HR/L&D inquiries via the HR Support platform, providing timely and helpful responses which escalating complex issues as needed.
- Assist in refining and organising People Team processes and documentation to improve team efficiency.
- Manage reference requests for current and former employees ensuring professionalism and efficiency.
- Maintain and update electronic employee files, keeping records accurate, organized and compliant with policies in all people systems. This includes starters, leavers, personal details and leave records.
- Provide note-taking support for employee relations cases to ensure accurate documentation and record-keeping.
- Advising staff on available resources/ workable solutions for individual needs

#### Employee Lifecycle Administration

- Support the onboarding process by preparing offer letters, employment contracts and handling pre-employment checks
- Manage the offboarding process by acknowledging resignations and guiding employees and managers through exit procedures.
- Assist in calculating and confirming outstanding annual leave balances in accordance with School policies.

## Payroll & Benefits Support

- Assist in compiling and submitting payroll-related information, such as new hires, leavers, and contractual changes to ensure accurate and timely processing
- Maintain up-to-date records of staff benefits and contractual adjustments for payroll accuracy

## Administration

- Responsible for e-learning administration on Canvas, LearnUpon and LinkedIn Learning
- Managing applications/sign-ups, waiting lists and invitations via iTrent

## Record keeping

- Entering and maintaining L&D data on iTrent ensuring all information is up to date and correct
- Keeping mandatory e-learning records up to date to ensure School compliance and sharing records with key stakeholders e.g. Data Privacy and Information Security, Diversity in the Workplace, Anti Bribery, Prevent etc.

## KPIs:

- Timely response to and resolution of enquiries, requests and issues.
- Accuracy and integrity of data in HR systems.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

## Knowledge/Qualifications/Skills/Experience required

- Education & Experience: Relevant professional qualification or equivalent experience
- Attention to detail: Strong accuracy and organisational skills to ensure precise record-keeping and compliance
- Process Improvement: Ability to identify inefficiencies and implement improvements to enhance accuracy and efficiency
- Workload Management: Structured approach to prioritising tasks, meeting deadlines and managing high-volume administration
- HR Knowledge: Solid understanding of employment law, HR policies and best practices
- Problem-solving: Confident in resolving queries, providing guidance and escalating issues where necessary
- Communication & Stakeholder Management: Strong verbal and written communication skills with the ability to engage diverse stakeholders
- Tech & Systems proficiency: Experience using HR Software, databases and standard IT packages
- Collaboration & Teamwork: A proactive and adaptable team player who builds strong working relationships
- Policy and Compliance: Ability to interpret and apply HR policies, procedures and guidelines accurately

- Financial Awareness: familiarity with standard financial management processes related to HR operations
- **Customer-Focused Mindset:** Experience in a people-facing environment, with a commitment to delivering excellent service

Resources including team management

Staff	
Budgets	
Date Updated	11/2025