

# JOB DESCRIPTION

<b>Job Title</b>	<b>People Coordinator Apprentice</b>		
<b>Reports to</b>	<b>People Advisor</b>		
<b>Department</b>	<b>People Team</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>1</b>

## 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 Our Vision is to shape a collaborative and diverse community, where talented people grow, realise their potential and deliver our School's vision with pride.

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 customised 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 are a trusted partner who work with our community to develop and empower our people, our greatest strength.

We work collaboratively and produce targeted people solutions that enable the delivery of the School strategy.

The People Team provides a range of services and comprises of: Business Partnering, Talent & Employee Experience (Talent Acquisition, Learning & Development, Talent Management, Diversity & Inclusion, and Employee Experience), People Services (People Operations, Reward, People Systems and Data, and Payroll), and Organisational Design.

## Job Purpose

This role is vital in ensuring the smooth and efficient functioning of HR processes and systems. This position is responsible for managing HR administration, maintaining accurate employee records, supporting payroll and benefits administration, and ensuring compliance with company policies and employment regulations. Acting as a key point of contact for employees and managers, the People Coordinator Apprentice helps streamline workflows, improve efficiency, and enhance the overall employee experience.

## Key Areas of Responsibility

### General HR Administration

- Act as the first point of contact for HR inquiries via the HR support platform, providing timely and helpful responses while escalating complex issues as needed.
- Assist in refining and organising HR process documentation to improve team efficiency.
- Manage reference requests for current and former employees, ensuring professionalism and efficiency.
- Maintain and update electronic personnel files, keeping records accurate, organised, and compliant with policies.
- Providing note-taking support for Employee Relations (ER) cases to ensure accurate documentation and record-keeping.

### Onboarding & Induction

- Support the onboarding process by preparing offer letters, employment contracts, and handling pre-employment checks.
- Help track and coordinate probation review processes, ensuring managers complete timely assessments.

### 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.

### HR Database & Reporting

- Keep employee records up to date in the People System (Connect), including starters, leavers, personal details, and leave records.
- Conduct routine data audits to ensure accuracy and compliance.
- Support annual data cleansing activities to maintain system integrity.

### **Leaver Administration**

- Support 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 company policies.

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

#### **KPIs:**

- High-quality support service provided.
- Production of high-quality materials.
- Up-to-date diary management.
- Timely response to and resolution of enquiries, requests and issues.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Compliance with processes, procedures and standards.
- Contributions to process reviews and operational improvements.

### **Knowledge/Qualifications/Skills/Experience Required**

- Some understanding of employment law, HR policies, and best practices is preferred.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages & systems.
- Strong problem-solving skills and attention to detail to ensure precise record-keeping and compliance.
- Good time management skills with the ability to organise and prioritise.
- A willingness to learn and take on new challenges.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Ability to work in a customer-facing environment.

**Date Updated**

**February 2025**