

JOB DESCRIPTION

Job Title	People Coordinator		
Reports to	People Operations Manager		
Department	People Team		
Job Family	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 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

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.

Our mission is to partner the School to optimize our culture, the way we organize ourselves and our employee experience; so we can attract, select, inspire and develop talented people and teams delivering world-class performance.

The People Department provides a comprehensive range of People Services to professional services departments and comprises four main areas: Business Partnering and three Centres of Expertise: Talent, encompassing Talent Acquisition, Talent Development, Engagement & Wellbeing, People Services encompassing Reward & Benefits, Systems, Data & Payroll, ER, Policy & Operations and Inclusion & Diversity.

The People team works closely with Heads of Departments and their people managers, supporting them to deliver their business goals through enabling and empowering their people.

Job Purpose

The purpose of this role covers two main areas:

- Providing a professional generalist People Team service to the School and wider People team including end to end employment administration relating to our casual and staff workforce.
- Managing the enquiries inbox and allocating, responding to and escalating queries according to nature of query.

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

On-boarding and Induction

- Administer the process for new employees and workers, for example; prepare contracts, offer letters and process all pre-employment checks.
- Administer the probation process ensuring Managers know when review meetings need to take place.

Payroll

- Ensure that all payroll instructions are prepared and logged in time for the monthly and informal payroll run and submitted to the Payroll Officer, for example; contractual variations, new starters, leavers, contractual benefits and staff benefits.

HR Database and Reporting

- Be the primary contact for queries in relation to staff records held on the People system (Connect).
- Ensure the Connect database accurately reflects current staff conditions and details. This includes inputting starters and leavers, contractual amendments, change of details, annual leave and recording of sicknesses and other leave.
- Database annual cleansing.

Leaver Administration

- Ensure resignations are acknowledged in a timely manner, the Line Manager and the staff member who is leaving is aware of the process and any outstanding annual leave is calculated in accordance with the employee's terms and conditions.

General Administration

- Carry out general administration tasks for the People Team, for example; telephone answering, devising standard People Team documents and letters and manage the HR enquiries inbox.
- Respond to reference requests for current or ex-members of staff.
- Ensure electronic personnel files are maintained and filing/archiving is completed in a timely manner.
- Help support to maintain an up to date Procedures Manual for all People Administration duties.

Projects

- Assist the Senior People Coordinators and People Operations Manager in developing and implementing new projects.

KPIs:

- High-quality support service provided to all stakeholders.
- Production of high-quality, accurate materials and documents in a timely manner.
- Timely response to and resolution of enquiries, requests and issues.
- Accuracy of triaging queries ensuring a good 'customer' experience for the business
- Accuracy and integrity of data in business systems and information in documents.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Positive feedback from project managers.
- Compliance with processes, procedures and standards.
- Accuracy of financial records.
- Contributions to process reviews and operational improvements.

Knowledge/Qualifications/Skills/Experience required

- Further education or equivalent.
- Excellent attention to detail and accuracy.
- Structured approach to work and ability to reprioritize workload and work to deadlines.
- Ability to identify and implement process improvements that will increase accuracy and efficiency.
- Ability to achieve administration volume, work allocation and process improvement work.
- Good knowledge of employment law, policy and process.
- Ability to resolve queries, signpost and escalate when needed.
- Good communication skills and the ability to address a variety of stakeholders.
- Sound working knowledge of standard IT packages, systems and/or databases.
- Experience of relevant HR software.
- Proactive approach to relationship development with colleagues.
- Good project coordination and time management skills with the ability to organise and prioritise.
- Good team working skills and the ability to work collaboratively.
- Ability to interpret and apply guidelines to a specific activity.
- Experience in standard financial management processes.
- Experience of working in a customer facing environment.

Resources including team management

n/a

Staff	n/a
Budgets	n/a
Date Updated	14.09.22