



Ask HR Co Ordinator. My Role (Job Description)

Welcome to your My Role Pack, your pack will:



Give you a clear description of your role including your accountabilities and responsibilities.



Highlight all of the training you need to complete and timescales.



Help you to spend time reflecting on what you have learnt and to share with your manager.

Job Purpose



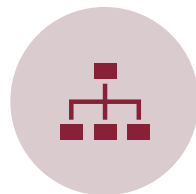
Training packs are continuously updated and all members of the team are fully trained and confident on new processes and implementations



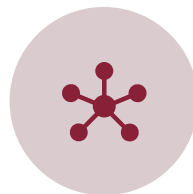
Maintain relationships across the business, to help provide accurate advice.



Champion positive colleague relations with your stakeholders across the business giving guidance on all policies.



Keeping to up to date with BAU



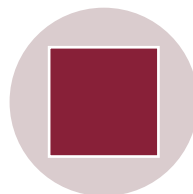
Build internal and external networks to positively impact our future plans and business performance. Stay abreast of best practice and industry leading solutions, inspiring new ways of thinking..



Help maintain the integrity of the data within the HR / Payroll / Health roster system



All processes and procedures are followed and align to the organisations values and mission statement and continuously improved.



In every conversation I have I champion equality and diversity. I lead by example and am an ally.

Within your role you will

Help provide guidance and advice around the business

- Ensure that your 3-day SLA is achieved, compliance is up to date and highlight any potential risks are highlighted to your manager.
- Providing great customer service within business and external
- Understanding of all HCRG care group policy's and provide consistent and correct advice
- Managing your workload between Tickets and Requests
- Completion of requests before payroll close (New role, Salary Changes, Retire and return, Bank returner, additional bank, change of cost codes, line manager change, hour change and working pattern change.)
- First Line Health Roster Support
- Knowing our different legal entities and terms and conditions
- Knowledge of annual leave calculations
- Processing EM forms
- Pay quires
- International Compliance

Skills

How (Behavioural)

- Innovation, being open to new ideas
- Empathy, putting people first
- Resilience, getting the best from yourself
- Professional courage and Influencing,
- Collaboration. Working better together
- Responsiveness, thinking on your feet.
- Facilitation, initiating action through others.

What (Technical)

- Administration and customer service skills
- Ability to professionally represent the people team on internal calls
- Excel, Microsoft word proficient.
- Experience with managing difficult/sensitive situations
- People Skills
- Working to deadlines
- Working well independently and within a team
- Building effective relationships