HR Coordinator

<table>
<thead>
<tr>
<th>Job Reference:</th>
<th>8911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Grade/ Salary:</td>
<td>Grade 5, £30,176 - £34,403</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Fixed Term</td>
</tr>
<tr>
<td>Hours:</td>
<td>35 per week (Full time)</td>
</tr>
<tr>
<td>Location:</td>
<td>New Cross, London</td>
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Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We’re looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.

Passionate about advancing equality and celebrating diversity. Together, we are different
Human Resources Department

Our vision is to develop a contemporary, solutions focussed HR service to support Academic Heads and Managers and to enhance the staff experience. This forms part of the wider goal to transform Professional Services to develop the student experience and enhance the academic endeavour.

If you are an HR professional who thrives on finding solutions to complex issues and exceeding customer expectations, come and contribute to the creation of a high performance, cohesive team. You can expect to have challenging work in a rapidly changing environment, and support for your career development.

Job description

Reporting to: Head of HR Data and Transactions
Reports: None

Summary:
The role holder will be responsible for providing high quality customer focussed administrative support across the full range of HR operations, including recruitment, pay and benefits, and handling enquiries on terms and conditions and HR policy.

Main duties:
1. Provide advice and support to managers and applicants through the complete recruitment cycle including: planning, redeployment, approvals, advising on advertising, handling candidate enquiries, supporting recruiting managers through the on-line process, taking up references, preparing contracts, pre-employment checks, on-boarding.
2. Manage and monitor employment checks and renewals for existing staff including DBS checks and visas in liaison with the Immigration Department.
3. Providing responsive customer service, including handling general enquiries about terms and conditions of service, HR services and HR policy.
4. Providing advice and processing contract variations, promotions and pay progression, leavers, maternity, paternity, adoption and sick pay and leave.

2 Goldsmiths, University of London, New Cross, London, SE14 6NW
5. Processing referrals to occupational health.

6. Monitoring and processing probation, fixed term contract expiries and extensions.

7. Maintaining digital employee records in line with the General Data Protection Regulations and Goldsmiths’ data retention schedule policy.

8. Maintain and run standard HR reports.

9. Contribute to business improvement projects, process reviews and software testing exercises. There will also be opportunities to support colleagues with other HR activities.

10. Maintain, prepare and contribute to the review of standard letters, templates and processes within HR.

11. Administer employee benefit schemes including, relocation interview expense claims, child care vouchers, season ticket loans, cycle scheme and other staff benefits.

- You will be required to undertake any other duties as may reasonably be required
- Ensure that you are aware of and aligned with Goldsmiths’ Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths’ Health and Safety Codes of Practice and Policy
**Person Specification**

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with this criterion.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

- **A** = Application form
- **C** = Certificate
- **I** = Interview
- **R** = Reference
- **T** = Test / **P** = Presentation

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential</th>
<th>Desirable</th>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Working towards a suitable qualification such as CPP or CIPD/CIPP</td>
<td></td>
<td>√</td>
<td>A, C, I</td>
</tr>
<tr>
<td>Experience</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A high standard of administrative and clerical skills</td>
<td>√</td>
<td>A, R, I, T</td>
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<tr>
<td>Experience of working in a HR department</td>
<td>√</td>
<td>A, R, I</td>
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<tr>
<td>Competent experience of using HR systems, including entering standard HR data that will be used for HR processes and reports</td>
<td>√</td>
<td>A, I, T</td>
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<tr>
<td>Experience of working in a customer-service focused role in a fast-paced high volume environment</td>
<td>√</td>
<td>A, I, R</td>
<td></td>
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<tr>
<td>Excellent interpersonal skills in order to deal politely and efficiently with staff, students and outside contacts</td>
<td>√</td>
<td>A, R, I</td>
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<tr>
<td>Knowledge</td>
<td></td>
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<tr>
<td>Basic understanding of statutory employment rights, and good practice in recruitment and selection</td>
<td>√</td>
<td>A, I</td>
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<tr>
<td>Good understanding of best practice in promoting equality and diversity in the workplace</td>
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<tr>
<td>Important working relationships</td>
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- HR Operations team
- Payroll
- Departmental Management Groups, including Department Heads and Department Administrators & Managers

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<tr>
<th>Skills</th>
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<tr>
<td>Excellent IT and word processing skills; experience of using Microsoft Word and Excel, and HRMI systems</td>
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<tr>
<td>Ability to deal accurately with large volumes of staff data which must be processed within prescribed timescales</td>
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<tr>
<td>Good numeracy with ability to make basic pay and benefits calculations</td>
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<td></td>
<td>T</td>
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<tr>
<td>Good written communication skills with ability to draft job advertisements, non-standard emails and letters in response to enquiries</td>
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<td>Professional and customer focused approach, including absolute discretion, diplomacy and sensitivity</td>
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<td></td>
<td>A, I</td>
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<tr>
<td>Prioritising own workload in an organised manner while balancing multiple priorities</td>
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<td>A, I, T</td>
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<tr>
<td>Ability to work independently and as part of a team</td>
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<tr>
<td>Strong sense of internal and external customer focus and responsiveness</td>
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<thead>
<tr>
<th>Additional Attributes</th>
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<tr>
<td>The ability to balance multiple work demands and display initiative</td>
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<tr>
<td>Ability to positively work with others, identify and develop continuous improvements in the work environment</td>
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<td></td>
<td>A, I</td>
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Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on the first day of appointment.

June 2020
Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with a comprehensive and innovative staff development programme.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- Membership of USS or LPFA pension scheme, dependent upon grade
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities and gym
- Access to University of London facilities such as Senate House Library

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about.

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact hr@gold.ac.uk, or visit www.gold.ac.uk/hr.

Thank you for your interest in working with us, we wish you all the best with your application.