

JOB DESCRIPTION	
<b>Job title:</b>	People Coordinator
<b>Team/Department:</b>	People Services Hub/People
<b>Location:</b>	Ashford, Kent
<b>Hours of work:</b>	As agreed, and in accordance with the contract of employment
<b>Job title the post holder will report to:</b>	People Services Hub Manager
<b>Job titles reporting to the post holder:</b>	Not applicable
<b>Date the role profile was revised:</b>	October 2024
<p><b>JOB PURPOSE</b></p> <p>The People Services Hub is our central people administration team. The post holder will be responsible for providing confidential, comprehensive, and effective people administrative service to IC24.</p> <p>The postholder will carry out administrative tasks for recruitment, contract variations, leaver requests and resolve queries from colleagues and managers.</p> <p>This role is key to enable the People team to deliver the service effectively.</p>	
<p><b>KEY RESPONSIBILITIES AND ACCOUNTABILITIES</b></p> <p><b>People Services Hub</b></p> <ul style="list-style-type: none"> <li>• Partnering with regions and departments to provide an efficient administrative service to effectively deliver all people policies, processes, practices, and project work.</li> <li>• Work effectively as part of a team to ensure that all requested are logged appropriately to enable tracking and reporting on activity.</li> <li>• Effective and efficient administration of all processes relating to changes of employment arrangements including probation and leavers.</li> <li>• Working closely with our payroll colleagues to ensure provision of all information that is required to ensure that employee pay is accurate and timely.</li> <li>• Answering emails from the People mailbox, providing basic advice on processes for new starters, variations to contract and leaver requests.</li> <li>• Ensure manager and colleague enquiries are responded to in a timely manner and within the agreed service level agreements.</li> </ul>	

### **Recruitment Administration**

- Requesting and gathering all pre-employment documentation.
- Completing DBS applications.
- Preparing and sending out conditional offer letters and contracts.
- Seeking employment reference information.
- Ensuring that all pre-employment checks are compliant and are accurately recorded on the People Management Information System.
- Communicating with candidates and providing progress updates.
- For NHS 111 colleagues, advising on upcoming courses and booking candidates in.
- Working with hiring managers to ensure smooth handover of new starters.
- Communicating to IT, Workforce Planning and Quinyx when new records have been built to ensure profile and rota building.
- Handling withdrawal letters and communications, ensuring that candidates are fully aware of the conditions of employment.

### **People Administration**

- Process contract variation requests, update the system, write addendums, calculate annual leave, and advise colleagues and payroll of changes in a timely manner.
- Resolving enquiries, signposting to the correct place, and escalating to the People Services Hub Manager or People Advisor where appropriate.
- Administration of applications to our family friendly policies, such as, maternity, paternity, adoption leave.
- Process rate of pay changes when requested, ensuring payroll deadlines are met.
- Administration of eye-care vouchers, ID badges, lanyards, and loyalty awards.
- Managing and accurately maintaining appropriate colleague e-files and clerical files.
- Monitor and update professional registration, visa information and DBS renewals.
- Responsible for the stock replenishment, post and confidential waste management within the People team.
- Provide administrative support to the wider People team as required.
- Attendance at meetings when required.

### **People Management Information System**

- Building, updating, and maintaining colleague records accurately and efficiently.
- Responding to and resolving queries from all users on the employee and manager self-service module of the People Management Information System.
- Ad hoc reporting for internal stakeholders as required.
- Resolving system login issues on Learn24, People Management Information System, and Heartbeat.

## COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

## ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

## HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

#### Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

#### Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

### **EQUALITY AND DIVERSITY**

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

### **INFORMATION GOVERNANCE**

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a

way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a basic DBS check.

### **REHABILITATION OF OFFENDERS ACT 1974**

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions.

### **PERFORMANCE AND DEVELOPMENT REVIEW**

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

### **VARIATIONS**

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule, and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

## PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
<b>Qualifications and training</b>	Good standard of general education	CIPD qualified level 3 or equivalent	Application
<b>Experience</b>	<p>Experience in HR administration</p> <p>Must be organised and able to plan and prioritise own workload and work effectively under pressure to meet tight deadlines and respond to changing priorities</p> <p>Excellent customer service skills</p>	<p>Understanding of clinical governance and its importance for healthcare provision</p> <p>Experience of using computerised People Information Systems (HRIS, ATS, etc)</p>	Application & Interview
<b>Practical skills</b>	<p>IT literate with a working knowledge of Microsoft Word, Excel, Internet, and e-mail applications</p> <p>Excellent written, verbal and listening communication skills with the ability to communicate effectively at all levels</p> <p>Good interpersonal skills with the ability to communicate effectively at all levels</p> <p>Polite and professional telephone manner</p>	<p>Knowledge of basic employment law</p> <p>Knowledge of Health and Social Care or the NHS</p> <p>Experience in recruitment administration, recruitment, contracts, and leavers.</p>	Application & Interview
<b>General</b>	<p>Excellent attention to detail</p> <p>Able to work autonomously using own initiative and as part of a team</p> <p>Tactful, diplomatic, and approachable manner</p>		Application & Interview

Requirements	Essential	Desirable	How identified
	Professional, and shares IC24 Values Care, Innovation, Excellence and Respect  Advocates for diversity & inclusion  Able to process confidential information maintaining confidentiality at all times  Flexible and adaptable with a positive approach to change and a willingness to work outside normal hours if required  Approachable with a mutually supportive and collaborative team working style		