HR & Operations Coordinator

Diversity

Action for Pulmonary Fibrosis (APF) strives to be an organisation of equity and inclusion. Pulmonary Fibrosis does not discriminate. Our team should reflect the diverse communities we exist to support. We warmly welcome applications from all candidates irrespective of age, disability, race (including colour, nationality, ethnic or national origin), sex, pregnancy or maternity, gender reassignment, sexual orientation, religion or belief, or marital or civil partnership status.

Purpose of the role:

We believe that it is through our people that we can deliver an excellent and professional service and live out the vision and mission of APF.

We need to support our leaders to champion our culture, live our values and facilitate high performance. They need to be able to continue to encourage an incredibly talented, diverse, skilled, and motivated workforce who are empowered and engaged through working in a developmental, collaborative, inclusive and supportive working environment.

The role will support our Head of Finance & Operations with a variety of HR, administrative and organisational tasks.

Key stakeholders:

- Staff; particularly hiring managers, SLT, volunteers and freelancers at APF.
- Service providers and contractors, IT companies, Regus etc.
- Patients and family members

Reports to: Head of Finance & Operations

Main Duties:

The HR & Operations Coordinator will be responsible for the human resources and operational requirements of APF. They will maintain the HR systems, processes, policies and to enable our HR function to support our employees while conforming to employment laws and internal policies. They will also carry out duties to ensure the APF office is run proficiently to support an effective and comfortable working environment.

All duties must be completed accurately and in a timely manner, meeting deadlines to maintain a high standard of day-to-day operational service.

HR:

To support in all areas of HR operations and administration which are:

Recruitment & Induction

- Working with hiring managers you will support, and coordinate recruitment activity as needed. This may include advertising roles within budget, storing and sorting applications, organising interview arrangements / correspondence. Assisting hiring managers to develop job descriptions and person specifications. Finding the best place to advertise roles and managing time scales
- Maintain relevant templates and support other team members in setting up contracts for new recruits, freelancers, suppliers and clients
• Leading onboarding and exit processes including issues offer letters, contracts, inductions and exit interviews
• Process DBS applications and ID checking
• Maintain and regularly update the team handbook including regular review of compliance and relevance of existing policies

Learning & Development
• Record and report on staff training and development to ensure staff are growing in their roles
• Develop systems to improve shared learning across all areas of the Charity

Performance Management
• Support the development of the appraisal process, ensuring all employees receive a timely appraisal and that signed appraisals and development plans are held centrally
• Staff absence: recording annual leave, sickness and other absence in line with existing policies and setting up new policies as needed

Support & Wellbeing
• Be the main point of contact for HR-related queries from staff and liaising with the Head of F&O or external providers as required
• Promote a values-based culture focused on wellbeing, and positive staff engagement by offering ongoing training and education, recognising and reinforcing good behaviour
• Coordinate our bi-annual staff survey

Maintaining legal and statutory requirements
• Ensuring that personnel files and HR database are accurately maintained within current legislation and maintaining staff lists and organisational charts
• Improve systems, processes, procedure and identify efficiencies and ensuring full compliance with HR policies and procedures across the Charity
• Administration of employee pension scheme including reconciling monthly payments, setting up new users and leavers and complying with pension regulations
• Imbed APF’s commitment to equality, diversity and inclusivity by actively supporting the EDI working group and communicating outcomes/actions to the team
• Liaise with APF’s Volunteer Coordinator to ensure that volunteers feel supported and informed
• Work on HR projects as agreed with your manager from time to time
Operations:

To support with a variety of organisational tasks to include:

- Maintenance of equipment register to ensure location of equipment is recorded
- Coordinate IT requirements (laptops and phones) and regularly ensure staff are properly equipped and that stock is accounted for
- Assist with training new staff on the CRM. Training will be given
- Support the co-ordination and running of staff and trustee events, training sessions, meetings, internal communications.
- Act as a point of contact for all health and safety record keeping to enable management to track any issues and organise the workstation assessments taking any appropriate action
- Ensure office equipment is maintained and fit for purpose
- Build positive relationships with suppliers such as Regus (premises) and Amanet (IT)
- Manage the APF recruitment email inbox
- Act as a point of contact for APF, including enquiries that may be emotive; assessing the nature of the enquiry and referring to relevant team member promptly
- Work on operational projects as agreed with your manager from time to time
- Administration support for Senior Leadership Team

Person Specification

In your application for the role, please provide details of your experience against the selection criteria set out in part one below.

You do not need to have experience in every area, and you may have skills not listed here that you feel would be valuable to fulfil the role. We would love to hear what makes you an exceptional candidate.

Part one: knowledge and experience

- Comprehensive knowledge of HR processes and systems
- Minimum of 2 years’ experience working in an HR related role (desirable)
- A thorough working knowledge of Microsoft Office, including PowerPoint, Word, Excel and Outlook with experience presenting financial data in a variety of ways to aid decision making.
- Experience of improving processes and systems to increase efficiencies and cost effectiveness (experience of changing HR systems would be advantageous).
- Experience of being a first point of contact via phone, email and web (including social media).
- Demonstrate a real passion for customer care.
- Experience of using a database to record and track information, ensuring data is accurate.
- Experience of operating in a modern digital workplace, including using digital tools to work collaboratively and productively (we use MS Teams).
- Experience of building good relationships with peers, suppliers and stakeholders.
Part two: skills and working style

- Effective interpersonal skills. Able to get on with a broad range of people; build trust and rapport; a real team player
- Excellent ICT skills including word processing, spreadsheet analysis, presentations, including Microsoft Office
- Excellent written and verbal communication skills; clear and concise
- A high level of attention to detail and able to work efficiently
- Ability to effectively manage time and meet deadlines
- A ‘can do’ approach. Able to work with limited supervision
- Committed to achieving high standards with the resources available

In your application, please include whether you have lived experience of pulmonary fibrosis or other respiratory condition.

Terms of Appointment

Contract: Full time, permanent, possible part time-30hrs (4 day week) for the right candidate.

Salary: £25,000 - £27,000 (pro rata for part time), dependent on experience

Holiday: 25 days per holiday year, plus eight bank holidays and additional discretionary days for the Christmas and New Year break. Salary sacrifice to buy and sell annual leave

Location: Based in our Head Office, Stuart House, St John’s Street Peterborough PE1 5DD

Hours: Hours: 37.5/30 hours per week (Normal hours are 9am to 5.30pm with flexibility to maintain a good work/life balance.

Pension: Automatic enrolment to workplace pension unless already an active member of a qualifying workplace pension

Other benefits: Flexible hours
- Option to take ‘time off in lieu’ for extra hours worked.
- Discounted gym membership (Onsite at Head Office)
- Free membership of our Employee Assistance Package

Training: Full support and training to develop in your role, including your own training budget.

Equipment Work phone (VOIP) and laptop.

Probationary and notice of termination periods

You will be subject to an initial 6 months probationary period during which notice is 1 week on both sides and then extending to two months thereafter.