

Job Description

1. JOB DETAILS

Job Title: Recruitment & People Coordinator

Team/Directorate: People and Insights

Responsible To: HR Business Partner

Responsible For: N/A

Location: Bellshill, Edinburgh, Inverness, Irvine, or Thurso

2. JOB PURPOSE

Recruitment & People Coordinator - The R&P Coordinator plays a pivotal role in the delivery of an excellent HR support and advisory service to support the HR function in delivering and coordinating the service to our employees, in alignment with Cairns vision, values and business requirements.

3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

- Provide effective coordination on a wide range of generalist HR activities, to support the HR function.
- Deliver excellent customer service as the first point of contact in HR and offer first line advice to employees and external customers on all relevant policies and procedures to ensure a consistent and compliant service.
- Create the content for updates to inform the wider business on HR matters and changes, then deliver through channels such as the intranet and other necessary means, to ensure effective communication.
- Responsible for data management on all HR/OD systems with excellent attention to detail to enable accurate reporting and monitoring, and in line with legislation.
- Produce and analyse reports to support Recruitment initiatives and to promote a diverse workforce.
- Manage annual leave processes across the Association, including holiday carryover and public holidays to ensure accurate leave entitlements, together with, calculating, reporting and storing data where necessary.
- Identify, support and implement the continuous development of HR process improvements to improve the HR Service and employee experience.

- Produce reports to support all fundamental HR processes ensuring the smooth running of the HR Service.
- Assist and support HR Business partners with any business improvements.
- Provide quarterly Office of National Statistics data and maintain the Association's Disability Confident status.
- Responsible for the day to day management of the HR system, supporting line managers and employees with user and technical issues, escalating and liaising with the support team where necessary.
- Provide support to all staff on the HR systems and facilitate basic training and guidance where required to ensure staff have the right skills to meet business KPI's.
- Maintain all cyclical staff benefits including end to end coordination of annual health checks and lead on the communication to enhance awareness and promote benefits to contribute towards an engaged workforce.
- Provide effective project support to the HRBP's to facilitate the delivery of the People strategy and achieve Association strategic goals.
- Facilitate resolution of support issues through partnership working with service providers to ensure timely resolution and minimise the impact on service delivery.
- Maintain employee records accordingly in line with legislation, including Disclosure Scotland renewals, annual car user and fleet user checks.
- Provide new supplier forms, purchase orders and code invoices for approval.
- Co-ordinate end-to-end recruitment in conjunction with hiring managers to ensure a streamlined process and liaise with candidates throughout the exercise.
- Building and maintaining strong working relationships with external providers such as advertising and recruitment agencies, as well as internal stakeholders.
- Supporting recruiting managers with guidance and expertise around process, their candidate shortlisting and interview arrangements including attendance in interviews if required.
- Managing the Onboarding process by providing relevant documentation and updates to candidates, including pre-employment checks, the issue of contracts of employment and all new-start paperwork
- Keep up to date with advances and emerging trends and developments in the HR & Recruitment field.
- Attend People / Recruitment related events on behalf of Cairn Housing Association.

Payroll

- Work in partnership with Finance team to provide the necessary information and changes within the organisation, to ensure that monthly payroll is delivered on time and accurately.
- Provide accurate information on time including dates for employees who have been absent from work, on maternity leave or any other pay impacting processes.

3.2 Key Performance Indicators

- Recruitment & People Coordinator – Ensuring the smooth coordination of HR processes and tasks whilst providing high levels of customer service to all stakeholders and supporting the HR Business Partner when required.
- Recruitment – Coordinating the recruitment process from point of advertisement through to point of offer advising managers throughout the process and ensuring we get the most suitable candidate.
- Employee Relations – First point of contact for ER queries and identification of risk.
- Payroll - Coordination of monthly payroll-related activities.

3.3 Key Contacts – Internal & External

- All Staff of Cairn Housing Association
- External suppliers such as recruitment agencies, job advertisement sites, disclosure Scotland
- External Job Applicants
- External Stakeholders
- System Providers – Natural HR, LearnPro
- Service Providers – Assess Development Solutions, Training Providers, Insurers

3.4 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
- Comply with safe working practices as defined by Cairn Housing Association
- Complete online training as and when required
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.5 General

- Apply the Cairn Housing Association values and behaviours to every aspect of the role at all times.
- Be aware of and adhere to Cairn Housing Association policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Cairn Housing Association departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

Recruitment & People Coordinator
Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	2 years' experience in an HR environment, preferably within a similar role	HR-related qualification (CIPD)
Experience	1-2 years' experience in a Recruitment or HR environment. Experience within an admin based role. Experience working with HR related systems. Significant experience in working with Microsoft Office Demonstrable experience of communicating with colleagues at all levels of an organisation Demonstrable experience of interpreting information and presenting numerical data Experience within a HR function	Experience of working in a public sector / third sector setting. Experience in coordination of training events and programs Knowledge on ensuring compliance with relevant laws and regulations
Knowledge	Understanding of HR processes & legislation Understanding of recruitment processes and legislation	Knowledge of social Housing sector
Skills	Advanced verbal and written communication skills Advanced ability to organise, prioritise and plan workload efficiently	Developed ability to problem-solve and improve processes. Research skills (Recruitment)

	Highly developed organisation skills Highly developed skill of attention to detail and ensuring accuracy Developed IT skills in line with software experience Developed ability to problem-solve and improve processes	
Personal attributes	Ambitious – Driven to achieve and succeed but keen to learn in order to progress Collaborative - Able to work well with a range of people both within and outside of the organisation Decisive Thinker - Able to analyse information quickly and use it to make robust decisions Empathetic – Understands the needs and attitudes of others and responds accordingly Innovative – Able to generate or recognise creative solutions and is change-oriented Integrity - Maintains and promotes organisational, social, and ethical standards and values Influence – Able to develop strong connections with others and advocate for learning and development requirements	Digitally confident – Able to support others with digital processes
Additional requirements	Willingness to travel occasionally with full UK driving licence and access to car suitable for business use Commitment to staying up to date with HR laws and regulations	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature:

Date:

Managers Signature:

Date: