

PEOPLE & CULTURE COORDINATOR

Date:	Line Manager:	Effective Date/Closing Date (if an advert):
20 August 2026	Nelly Abbey	Until filled

Job title:	People & Culture Coordinator (Female Applicants only)
Responsible to:	People and Culture Manager
Line management of:	None
Salary	£ 27,500 - £29,187 Depending on experience
Type of Contract	Permanent
Hours of work	28
Location	Office is Croydon Hybrid- Minimum of 3 days in the office

ABOUT US (Do not change)

VISION: A world free from sexual violence, where survivors are believed, respected, and supported.

MISSION: Providing specialist support to women, girls and children from age 4 who have experienced rape and/or sexual abuse.

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HISTORY: Rape Crisis South London was launched in 1985 as part of a Women's Aid project, providing professional support to survivors of sexual violence. In 2001, we became an independent charity based in Croydon, under the name Rape and Sexual Abuse Support Centre (RASASC). In December 2024, we changed our name to Rape Crisis South London. In 2025, we marked 40 years of supporting survivors across South London.

RCSL is England and Wales's only Rape Crisis Centre solely dedicated to sexual violence, supporting women, girls and children.

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VALUES: HOPE, a future beyond survival. SOLIDARITY, never walking alone. EMPOWERMENT, growing stronger, side by side.

OUR SUPPORT: We offer therapy, counselling, legal advocacy and casework to survivors of sexual violence who live or work in South London, or whose experience took place here.

Ethnicity, religion, culture or socio-economic background do not matter. Whatever happened, and whenever it happened, survivors deserve to be believed and supported.

SERVICE AREAS

Bexley. Bromley. Croydon. Greenwich. Kingston Upon Thames. Lambeth. Lewisham. Merton. Richmond Upon Thames. Southwark. Sutton. Wandsworth

JOB PURPOSE

The People & Culture Coordinator will work closely with the People & Culture Manager to deliver a high-quality, responsive, and trauma-informed People & Culture Ops service across the organisation. Acting as the first point of contact for the HR Support Inbox and Recruitment Inbox, the postholder will manage, triage, and coordinate enquiries, providing first-line advice and guidance on People & Culture policies, procedures, and recruitment matters. The role will ensure queries are handled efficiently, escalated appropriately, and resolved in line with organisational values, employment legislation, and safeguarding requirements.

Working in partnership with the People & Culture Manager, the People & Culture Coordinator will support employee relations administration processes, coordinate safer recruitment and onboarding activities, contribute to policy and ops process implementation, and help develop efficient People & Culture systems and processes. The role will play a key part in supporting managers to make informed people decisions and ensuring a positive employee experience throughout the employee lifecycle.

The People & Culture Coordinator will coordinate all recruitment activity, including advertising vacancies, arranging interviews, supporting safer recruitment processes, liaising with candidates and hiring managers, and ensuring an efficient and positive recruitment experience. The postholder will also support onboarding activities to ensure new employees are welcomed and integrated effectively into the organisation.

In addition, the role will support employee relations casework administration, maintain accurate People & Culture records and systems, and work closely with the People & Culture Manager and, on an ad hoc basis, the Director of Finance & Resources to deliver accurate monthly

payroll administration and data entry. The postholder will contribute to continuous improvement initiatives, helping to enhance People & Culture processes, systems and ways of working across the organisation.

In addition, the role will support employee relations casework administration, maintain accurate People & Culture records and systems, and work closely with the People & Culture Manager and Adhoc the Director of Finance & Resources to deliver accurate monthly payroll administration / Data entry. The postholder will contribute to continuous improvement initiatives, helping to enhance People & Culture processes, systems, and ways of working across the organisation (but not limited to this job description).

KEY RESPONSIBILITIES

Manager Advice and Support

- Working closely with the People & Culture Manager, provide first-line advice and guidance to managers on People & Culture policies, procedures and best practice.
- Manage and triage enquiries received through the HR Support Inbox, responding directly where appropriate and escalating complex, sensitive or high-risk matters to the People & Culture Manager (such as: Occupational Health Administration).
- Ensure HR Support Inbox enquiries are monitored, prioritised, tracked and resolved within agreed timescales.
- Support managers in applying organisational policies consistently, fairly and in line with employment legislation.
- Escalate complex employee relations matters to the People & Culture Manager, the Director of People or SLT, as appropriate.
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Recruitment, Safeguarding and Compliance

- Manage and coordinate the Recruitment Inbox, acting as the first point of contact for candidate and recruiting manager enquiries (through our HRIS / BreatheHR).
- Ensure all recruitment enquiries are responded to in a timely and professional manner.
- Work alongside the People & Culture Manager to deliver effective, inclusive and compliant recruitment campaigns.
- Coordinate recruitment administration including advertising, interview scheduling, candidate communications and onboarding activities.
- Support managers with safer recruitment practices and safeguarding requirements.
- Coordinate DBS checks, references, right to work checks, qualification verification and pre-employment checks.
- Ensure recruitment processes and records remain compliant with safer recruitment, safeguarding and employment legislation requirements.

HR Administration and Coordination

- Take day-to-day ownership of the HR Support Inbox and Recruitment Inbox, ensuring enquiries are managed effectively and service standards are maintained.
- Monitor inbox trends and recurring queries, identifying opportunities to improve guidance, resources and processes.
- Develop template responses, FAQs and manager resources in collaboration with the People & Culture Manager.
- Maintain accurate records of enquiries, actions and outcomes.
- Produce reports on inbox activity, recruitment activity and People & Culture trends as required.
- Support continuous improvement initiatives, including process mapping and workflow development.

Interview Coordination

- Lead on the coordination and administration of interviews across the organisation, working closely with recruiting managers, the People & Culture Manager and, where required, the Director of People or SLT.
- Manage interview scheduling, including arranging suitable dates, coordinating panel availability, booking interview rooms and sending calendar invitations.
- Act as the primary point of contact for candidates throughout the recruitment process, ensuring a positive and professional candidate experience.
- Prepare interview packs, candidate information and recruitment documentation for interview panels.
- Coordinate interview exercises, presentations and assessment activities where required.
- Ensure interview panels have access to all relevant recruitment documentation, including job descriptions, person specifications, interview questions and scoring matrices.
- Support managers to ensure recruitment processes are conducted in line with safer recruitment principles, organisational policies and safeguarding requirements.
- Communicate interview outcomes to candidates and coordinate next steps, including offers, pre-employment checks and onboarding activities.
- Maintain accurate recruitment records and ensure all interview documentation is stored securely and in accordance with GDPR requirements.
- Work closely with the People & Culture Manager to identify opportunities to improve interview scheduling processes, candidate experience and recruitment efficiency.

Payroll Administration and Coordination

- Work closely with the People & Culture Manager to support the monthly payroll process and ensure payroll changes are submitted accurately and within agreed deadlines.
- Prepare, collate and input monthly payroll data, including new starters, leavers, contractual changes, salary amendments, sickness absence, statutory payments and other payroll-related updates.
- Maintain and update payroll trackers and HR systems to ensure employee data is accurate and up to date.
- Liaise with managers to obtain payroll-related information and ensure all required documentation is received in a timely manner.
- Support the People & Culture Manager with monthly payroll checks and reconciliations, identifying and resolving discrepancies where appropriate.

- Respond to routine payroll queries from employees and managers, escalating complex matters as required.
- Ensure payroll records are maintained confidentially and in compliance with GDPR and organisational requirements / HRIS.

BreatheHR / HRIS Administration

- Maintain accurate employee records within BreatheHR, ensuring all employee data, documents and changes are recorded promptly and securely.
- Update and onboard within BreatheHR with starters, leavers, contractual changes, sickness absence, annual leave, probation dates and other employee lifecycle information.
- Support managers and employees with routine BreatheHR queries, providing guidance on system use and escalating technical or complex matters where required.
- Use BreatheHR to support reporting, data checks and audit requirements, ensuring information is accurate, confidential and compliant with GDPR.
- Work with the People & Culture Manager to improve BreatheHR processes, workflows and data quality across the organisation.
- Act as the People & Culture Team representative for the staff working group and social group, supporting communication, coordination and staff engagement activity.

Essential Experience

- Experience working within a Human Resources or People & Culture function or operations environment.
- Experience providing policy-based advice and guidance to managers and employees, including safer recruitment, onboarding, leaver processes, payroll, benefits, probation and sickness absence.
- Experience managing or coordinating a shared HR, recruitment or customer-service inbox.
- Experience supporting employee relations administration and case administration, including maintaining records on HR systems and secure shared drives.
- Experience supporting recruitment and onboarding activities within a safer recruitment or safeguarding environment.
- Experience maintaining HR systems, Microsoft packages, Outlook and employee records.

PERSON SPECIFICATION

Qualifications	Essential • Educated to A-Level standard or equivalent experience. Desirable • CIPD Level 3 qualified or currently working towards a CIPD qualification. • CIPD Level 5 qualification or working towards.
Skills and experience	Essential • Experience working within a Human Resources or People & Culture function or operations environment. • Experience providing first-line policy and procedural advice to managers and employees. • Experience supporting sickness, flexible working, leaver, payroll, probation, benefits and variation of contract processes. • Experience coordinating recruitment and onboarding activities. • Experience organising interviews, liaising with candidates and coordinating recruitment panels. • Experience managing shared inboxes and responding to a high volume of enquiries.

	• Experience maintaining accurate employee records and HR systems. • Experience handling confidential and sensitive information appropriately. • Experience supporting payroll administration and preparing monthly payroll data.
Knowledge & Understanding	Essential • Understanding of HR policies, procedures and employment legislation. • Knowledge of employee relations processes and HR best practice. • Understanding of GDPR, confidentiality and record management requirements. • Knowledge of recruitment and onboarding processes. • Understanding of payroll administration processes and data accuracy requirements. Desirable • Experience working within the charity, social care, healthcare, education or voluntary sector. • Experience of safer recruitment practices and compliance requirements.

	• Experience working within a safeguarding-focused environment. • Experience supporting managers with employee relations matters. • Experience of process mapping, workflow design or continuous improvement initiatives.
Skills & Abilities	Essential • Ability to build effective working relationships with managers, employees and external stakeholders. • Ability to provide clear, practical and professional policy-based advice and guidance. • Excellent organisational and time management skills. • Strong administrative and coordination skills. • Excellent written and verbal communication skills. • Ability to prioritise competing demands and meet deadlines. • Strong attention to detail and accuracy. • Ability to manage and triage enquiries within the HR Support Inbox and Recruitment Inbox. • Ability to maintain confidentiality and exercise discretion.

	• Competent user of Microsoft Office applications and HR systems. Desirable • Ability to develop process maps, guidance notes and workflow documentation. • Experience using Breathe HR or similar HRIS systems. • Experience producing HR reports and analysing workforce data.
Personal Qualities	Essential • Professional, approachable and solution focused. • Ability to work collaboratively and build positive working relationships. • Commitment to providing excellent internal customer service. • Ability to work on own initiative whilst recognising when matters should be escalated. • Commitment to equality, diversity and inclusion. • Commitment to maintaining confidentiality and professional boundaries. Desirable

	• Demonstrable commitment to trauma-informed, survivor-centred and feminist practice. • A proactive approach to continuous improvement and service development.
Values & Other Requirements	Essential • Commitment to the mission, values and ethos of Rape Crisis South London. • Commitment to supporting survivors of sexual violence. • Willingness to work closely with the People & Culture Manager to deliver a high-quality People & Culture service. • Commitment to safeguarding, safer recruitment and creating a safe working environment. Desirable • Experience working within a values-led or trauma-informed organisation.
General	• Highly motivated, self-starter able to work without direct supervision. • Team player with high levels of initiative. • Committed to equity, diversity and inclusion.

APPLICATION PROCESS

Please upload your CV and cover letter in PDF format, outlining your suitability for the role and person specification (up to 1000 words).

BENEFITS

- Annual leave entitlement is 27 days a year plus 8 bank holidays (pro rata)
 - Additional benefit of 3 days (pro rata) gifted to staff between 27 to 31 December
 - NEST pension scheme; 3% employer contribution and 5% employee contribution
 - Benefits package including life assurance, healthcare plan, Employee Assistance Programme, and cycle to work scheme.
 - There will be a **6-month** probation period for this role
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MONITORING & EVALUATION OF THE POST

The performance of the post holder will be monitored through regular supervision by the line manager. The post itself may be subject to regular reviews.

OUR COMMITMENT TO INCLUSION

We are proud to be an inclusive employer and welcome applications from women of all backgrounds, identities, and life experiences. We particularly encourage applications from women

who are underrepresented in the violence against women and girls' sector. We know that diversity strengthens our organisation and helps us better reflect and serve the communities we support.

SAFEGUARDING STATEMENT

Rape Crisis South London wants everyone who comes into contact with our organisation to feel safe, included and supported, whether they're a service user, staff member, worker, volunteer, trustee, contractor or partner. We have zero tolerance for abuse, exploitation, harassment, discrimination or harm of any kind.

We're especially committed to the safety and wellbeing of the survivors and service users we work with, and we hold ourselves to the highest standards of care, sensitivity and trust in everything we do to support them.

Safeguarding isn't just a policy here, it's something everyone shares responsibility for and it runs through how we work day to day. Staff, volunteers, workers and trustees are all expected to know our safeguarding policies, spot concerns when they arise, and respond the right way, following our procedures, statutory guidance and good practice.

We take safer recruitment seriously too. That means proper pre-employment checks, references we're satisfied with, and verification of qualifications and employment history where it's relevant. Roles also go through DBS checks, either Enhanced or Basic depending on what the position requires.

We want everyone in our organisation to be treated with dignity, respect and care, and to feel able to raise concerns knowing they'll be taken seriously. We keep reviewing our safeguarding policies, training and risk management so we're always meeting a high standard of safety and accountability.

This role requires a DBS check, and Rape Crisis South London will cover the cost.

VARIATIONS

Rape Crisis South London reserves the right, following full and reasonable consultations with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed with your line manager annually and may need to be revised according to the priorities of current workload.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.