

A young boy with short dark hair, wearing a white polo shirt, is sitting at a desk in a classroom. He is smiling and has his hands clasped together near his face. In front of him on the desk are some wooden blocks. The background shows a classroom with yellow walls, a white door, and other desks and chairs.

West London Zone People and Culture Team Coordinator

JOB INFORMATION PACK 2024

People and Culture Team Coordinator

Role details

- Member of the People and Culture Team
- Managed by Workspace Manager
- Permanent contract
- Anticipated start date: February 2024
- Remote first-stage interview and an in-person second-stage interview.
- Interviews will be on a rolling basis, if we find the right candidate we may end the application process.
- £26,000 - £28,000 per annum, depending on experience
- Hybrid working with two days remotely.
- West London Zone (WLZ) Head Office is Freston Road, W10.

You can find our benefits listed on our [website](#)

Role Summary

West London Zone (WLZ) is an early intervention charity. We help children and young people build the relationships and skills they need to get on track Socially, Emotionally and Academically, believing that by targeting these key areas of development, we can empower children to fulfil their potential. We call this “creating SEA change”.

We are seeking a coordinator to join our People and Culture team, which incorporates Human Resources (HR), Information Technology (IT) and Office Management (Facilities) and is responsible for enhancing the employee experience here at WLZ. We are looking for someone skilled in providing comprehensive administrative support, ensuring productivity and efficiency. The ideal candidate would strive to support a dynamic team, a team player happy to roll up their sleeves. They will have a proven ability to manage multiple priorities in a deadline-driven environment and possess excellent organisational and communication skills.

If you are passionate about making a difference in the lives of children in West London, excited by our high-impact delivery and funding model and enjoy building relationships at work, we would love to hear from you.

This role will suit someone with experience in at least one of these areas and an interest in the others: office & IT & event coordination, and HR administration. This is a very varied role; no two days will be the same, and development will be provided in all these areas.

Job Responsibilities and Duties

- Coordinate the day-to-day operations of our facilities’ services and supplies. You will be the first point of contact for our landlord and leading suppliers such as Amazon, Office Pantry, etc.
- Coordinate office maintenance dealing with contractors and service providers. You will manage our repair and cleaning services and will be the first point of contact for Health and Safety queries.
- Coordinate the office and IT purchases within budget and in a timely manner; working with our IT support company and the Workspace Manager you will be a vital part of planning IT purchases and keeping our budget.
- Support staff with IT-related queries such as spare IT equipment and AV queries.

- Coordinate IT onboarding and offboarding of staff; you will be supporting the Workspace Manager on our IT and Office inductions, making sure new starters feel welcome and understand the way we work onsite, offsite, and remotely.
- Support the Workspace Manager with remote, onsite, and offsite events. You will support planning and coordinating organisation wide events, including Zoom calls, Summer socials, etc.
- Support staff with our hybrid working operating systems such as ROTA plans and help staff find meeting rooms, etc.
- Looking after multiple inboxes, telephone answering and forwarding messages as appropriate.
- Support staff with room bookings internally and externally; you will be our Google calendar guru and will oversee bookings and adapt accordingly.
- Support the People and Culture Advisor with recruitment processes and onboarding of new starters for their right to work checks.
- Assist the L&D Business Partner with the set up of training sessions, printing training materials, and coordinating the L&D and PCT calendars.
- Any other duties as reasonably required

Person specification

Essential

- Tech savvy - experience in working with cloud-based environments
- Flexible approach to support a dynamic team in a fast-paced environment
- Excellent organisation and prioritisation skills
- Proficient in Word, Excel, and PowerPoint
- Enthusiastic and eager to learn, solutions-focused with initiative to work collaboratively
- Good verbal presentation skills

Desirable

- Working experience in Google Workspace package (Gmail, Google Docs, Sheets and Forms)
- Project or event planning and management experience
- IT support management experience
- Event organising experience
- Experience working in a high-growth, fast paced organisations
- Self-starting, solutions-focused

Essential values

- Understanding of [WLZ CLEAR values](#) and how these should be applied in our work
- Understanding of and commitment to Equity, Diversity and Inclusion
- Demonstrate commitment to safeguarding children and young people in line with the WLZ Safeguarding Framework and the DFE's Keeping Children Safe in Education

How to apply

To apply, please read our Safer Recruitment Policy and complete the online application form.

- For this position, we are shortlisting and interviewing on a rolling basis.
- Final interviews will be held in person.

West London Zone is proud to be an Equal Opportunity Employer. It celebrates, supports, and thrives on equality and diversity for the benefit of its employees, its partners, and the communities that it works with.

If you have any questions, please contact our friendly People and Culture Team by email: hr@westlondonzone.org