



JOB DESCRIPTION

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| Job Title | People & Culture Systems and Data Services Coordinator | | |
| Department | People & Culture | | |
| Reports to | Head of People & Culture Systems and Services | | |
| Location | This role has a UK-based contract and as such, you must have the right to live and work in the UK. You'll be required to work at your contracted office which will be The Living Planet Centre, Woking, Surrey, GU21 4LL and you will need to be able to commute to this location. | | |
| Job Level | 3 | | |
| Flexibility | WWF-UK operates a hybrid working arrangement with a minimum of 20% of contracted hours collaborating in-person with colleagues each month, with the balance being worked from home. Additionally, we have a flexible working policy which can be used to consider individual requests to tailor working patterns, whilst continuing to meet the needs of the role, team, and organisation. | | |
| Safeguarding Level | Level 2 - Basic DBS check, 2x employment references & sign declarations | | |
| Hours | 35 | FTE | 1 |
| Date | September 2024 | | |

CONTEXT OF ROLE

The People & Culture (P&C) team works in strategic partnership with the rest of the organisation to attract, develop and retain the diverse and motivated talent needed to rise to the challenge of delivering WWF-UK's critical mission and strategy.

The P&C team consists of People & Culture, Diversity, Equity & Inclusion and Organisation Development /Learning & Development experts and is passionate about developing and maintaining an inclusive, safe and empowering culture in which our colleagues thrive. The team delivers core people-related services, payroll, systems and specialist advisory work as well as transformational programmes of work, maintaining business as usual alongside continuous improvement.

MAIN PURPOSE AND SCOPE OF THE JOB

Reporting into the Head of P&C Systems and Services and supporting the P&C IS/MI manager, this role plays a critical part in ensuring that the team delivers a responsive service

to our customers on all aspects of data, analysis, management information and systems work, as well as supporting as required with core payroll processes.

The postholder will help the P&C Systems and Services team to deliver a high quality service to the organisation that builds a strong reputation, often an early point of contact for routine payroll, systems and data enquiries from within our own team and the wider organisation, ensuring that our data and systems are administered efficiently, that the records we keep are accurate, and that information and reports provided are timely and enable insight.

The postholder will also support the monthly payroll process as well as year-end payroll reporting. They will provide regular reporting on key metrics for the organisation and will have the opportunity to participate in different people projects around reward, diversity, equity and inclusion, recognition, and wellbeing programmes, so that they develop a broad understanding of all aspects of work within the P&C team.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

The role-holder will work closely with the P&C IS/MI manager in carrying out the following:

- Provide first line support for all P&C systems and data-related queries, delivering a high-quality customer service to the organisation and directing and escalating complex queries as required.
- Produce regular reporting for the organisation in a timely manner so that key stakeholders have the management information required to make critical decisions. This includes reporting for statutory purposes as required, such as the annual audit, and the gender and ethnicity pay gap reports.
- Update and maintain a standard set of reports that are accessible to the P&C team and its customers.
- In conjunction with other members of the P&C Systems and Services team, ensure databases are up to date, accurate and compliant with legislation.
- Support the P&C team with analysis and provision of pay data to support reward projects including but not limited to the annual pay review, out of cycle award schemes and gender and ethnicity pay gaps.
- In conjunction with colleagues and external suppliers, ensure all routine system updates and releases are fully tested and that the P&C systems are fit for purpose.
- Complete a programme of system enhancements/improvements, including prioritising, testing and collaborating with our external partners.
- Create and maintain “How to...” guides and intranet-based information for use by the team and by internal customers to enable employee and manager self-service of the P&C systems.

Additionally, in collaboration with other P&C colleagues:

- Support the Payroll Specialist with monthly payroll duties and special projects as required.
- Support on general queries, providing transactional support or directing to the most appropriate team member, from time to time as required.
- Contribute to a culture of continuous improvement in process, documentation, and approach to increase team effectiveness, spotting opportunities and sharing ideas that can be shaped into action.
- Contribute to transformational programmes of work and continuous improvement by participating in cross team collaboration and organisation wide projects.

PERSON SPECIFICATION

EXPERIENCE, QUALIFICATIONS & KNOWLEDGE

- Experience of HR administration of the complete employee lifecycle.
- Some experience in the use of HR databases and enabling software, preferably iTrent (Core HR, recruitment, and Learning & Development).
- Competent user of software packages such as Microsoft Office.
- Studying for, or accredited in, or prepared to study for a fundamental relevant CIPD qualification or equivalent.

SKILLS AND COMPETENCIES

- Strong written and verbal communication skills with internal and external stakeholders.
- Analytical thinker: confident with data and able to create and interpret reports to bring better understanding and insight for customers with high accuracy and attention to detail.
- Time management and management of own workload to fit with team priorities.
- Interpersonal and customer-facing skills; working with confidentiality, tact, and diplomacy.
- Use initiative in dealing with day-to-day tasks.
- Flexible approach and willingness to learn.
- Works well independently and as part of a team.
- Creates confidence and builds trust with all stakeholders.
- Trusted to work with highly sensitive and confidential personal data and information, making good judgements about data in the context of GDPR.

WWF-UK'S VALUES

WWF-UK's values are: Courage, Integrity, Respect, and Collaboration. These values should be embedded in your work and behaviour, and any associated policies and processes adopted consistently.

WWF-UK is committed to an inclusive and accessible recruitment process. As a Disability Confident Employer, we acknowledge that some candidates may require additional support to overcome barriers experienced during the application process. If you require any reasonable adjustments to support your application or interview, please reach out to the Talent Acquisition team via recruitment@wwf.org.uk

This document sets out key responsibilities of the role and is not intended to be an exhaustive list of tasks and duties. We reserve the right, at our sole discretion, to reasonably vary the responsibilities from time to time depending on the needs of the organisation without changing the level of the role.