

ROLE DESCRIPTION

| | |
|--------------------------|---|
| Job title | People and Operations Co-Ordinator |
| Team/group | Performance and Improvement Team |
| Summary role description | The role of the People and Operations Co-Ordinator will be to provide timely, effective and professional HR and Operations support to the organisation, supporting organisational development and compliance, working with the Head of People and Operations to deliver culture-change and ensuring that CILIP is an outstanding, positive and supportive employer. |
| Report to | Head of People and Operations |
| Normal place of work | Hybrid (remote/office – 2 days per week) |
| Salary | £28,632 per annum |

Our purpose is to raise standards in libraries, information and knowledge management to change lives – improving education, literacy and prosperity for all.

We expect everyone to meet the core CILIP team values:

- ***ONE TEAM*** - We deliver on our commitments, are supportive and have a shared purpose.
- ***INNOVATIVE*** - We lead the development of the sector, are commercially agile and embrace change.
- ***COLLABORATIVE*** - We engage the right people, contribute purposefully and share knowledge and expertise generously.
- ***ACT WITH INTEGRITY*** - We are inclusive, we work for the public good and champion the profession.

What is this role accountable for delivering?

This role will work within the Performance and Development Team

HR and Culture

- Provide timely and effective support and advice to all colleagues and managers across the organisation on HR-related issues including leave, pay, benefits and conditions of employment
- Coordination of the company HR management information system and associated HR administration, ensuring data compliance
- Support line managers to ensure staff absences are accurately recorded and related tasks such as return to work interviews are completed and stored
- Coordination of the employee training system (Praxis42)
- Manage the recruitment process whilst ensuring it aligns with our Equality, Diversity and Inclusion (EDI) guidelines
- Support managers in planning, deploying and evaluating effective recruitment campaigns
- Manage the onboarding and offboarding processes including scheduling inductions
- Support the Head of People and Operations with employee relations cases including taking notes, supporting investigations and mediation
- Assist with coordinating employee engagement activities, training and events
- Coordination of the annual appraisal process
- Coordination of learning and development requests, including booking training and monitoring the budget

- Work with the Payroll Manager and outsourced payroll provider on a monthly basis to provide accurate calculations of salary and staff entitlements for leave, sickness, etc
- Provide an accurate monthly HR report including data on turnover, absence, learning and development, providing analysis where needed
- Make recommendations to support our ambitions for Equality, Diversity and Inclusion

Operations

- Support members of the Operations Team including the IT Manager with administrative and data reporting tasks
- Support the management of the company SharePoint ensuring compliance with the file structure
- Organise and maintain electronic and paper filing systems, ensuring proper documentation and archiving of important records.
- Assist in the planning and execution of operational projects, preparing project reports and documentation.

Wider CILIP

- The role may be called on from time-to-time to support the delivery of the CILIP's work across other teams and functions within CILIP.
- Provide support to the Head of People and Operations with any related duties as assigned, within the scope of the role.

| Person specification: | E/D |
|--|------------|
| Work Experience | |
| Proven experience in recruitment, employee relations, and HR administration | E |
| Experience in supporting HR projects and initiatives | D |
| Experience in using HR information systems (HRIS) and payroll systems | E |
| Experience in supporting an operations team | D |
| Skills/Abilities | |
| Good understanding of HR best practices and employment law | E |
| Knowledge of HR processes such as recruitment, onboarding, performance management, and employee relations. | E |
| Ability to implement and maintain data protection practices and knowledge of data security measures to protect personal and sensitive information. | E |
| Understanding/experience of the charity, library, information or knowledge profession | D |
| Strong interpersonal and communications skills with an ability to engage with all staff and build effective working relationships | E |
| Excellent organisational and time management skills, with the ability to prioritise tasks effectively. | E |
| High level of accuracy and attention to detail. | E |
| Ability to handle confidential information with discretion. | E |
| Proficiency in Microsoft 365 and Sharepoint | E |
| Proficiency in Microsoft Excel, including advanced functions such as VLOOKUP, pivot tables, and data analysis. | D |

| | |
|---|---|
| Qualifications | |
| CIPD Level 3 Certificate in Human Resource Practice or equivalent qualification. | D |
| Personal details | |
| Commitment to continuous professional development and learning | E |
| Demonstrated commitment to promoting diversity and inclusion within the workplace | E |
| Other Circumstances | |
| The ability to work according to the CILIP Hybrid Working Policy | E |
| Willingness to occasionally travel for training or meetings as required | E |
| Ability to adapt to changing priorities and work under pressure | E |

What are the success measures/outcomes for this role?

The success of this role will be assessed through:

| | |
|---------------------------|---|
| Growth | The role will help drive organisational growth by fostering a culture of continuous learning and development, empowering employees to achieve their full potential and contribute to CILIP's strategic operational goals. This will ensure we can adapt to changing needs and seize new opportunities for expansion and innovation. |
| Value for members | The role will support managers to attract, retain, nurture and develop high-quality, diverse talent, enabling CILIP to deliver excellent work for our members. |
| EDI | The role will directly support more open and inclusive approaches to recruitment and development, promoting a culture of diversity and representation in our team. |
| Performance & improvement | The role will enable CILIP to nurture talent and promote a culture of ownership and accountability, in turn enabling us to deliver on our objectives and KPI. |

Other key information:

| | |
|------------------------------------|---|
| Managerial Responsibility | This role has no line management responsibility |
| Dimensions and Limits of Authority | The role will be fairly closely supervised; the post-holder will work to defined departmental standards/policies but will have manager present to refer to when required. |