



RECRUITMENT PACK

HR COORDINATOR

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JOB DESCRIPTION



KEY INFORMATION



Job Title and Code

HR Coordinator (BDCH6215)



Department/Team

Office



Location

London (Hybrid)



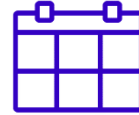
Salary & Grade

£29,500 per annum



Hours

35 hours per week, but we're always happy to discuss flexible working, part time hours and job share arrangements



Duration

Permanent

ABOUT THE ROLE

The HR Coordinator provides comprehensive first-line HR function to a specific client group within Battersea, ensuring all HR processes are completed effectively and clear responses are given to queries from staff and managers.

RESPONSIBILITIES

	Estimated % time
<p>Provide a comprehensive first-line HR function to a specific client group within Battersea, responsible for completing all HR processes efficiently and with a high degree of accuracy and data quality and in accordance with Standard Operating Procedures and answering queries from all levels of employees and potential new joiners to Battersea.</p> <p>This includes, but is not limited to:</p> <ul style="list-style-type: none">• Providing first line advice and support to line managers and staff on Battersea's policies, procedures and processes including pay, benefits, absence, performance, and maternity/ paternity/ adoption/ shared parental leave. Escalating more complex queries to the HR Advisors.• Processing contractual and other changes, including accurate entry onto the HR system, issuing and tracking letters to employees including contract and salary changes• Processing new joiners including importing to the HR system and issuing offer and contract paperwork.• Processing leavers including calculating outstanding annual leave, issuing leaver letters and recording on the HR system.• When required, holding exit interviews with departing employees.• Processing monthly sickness triggers• Being a first point of contact for new joiners and employees from your client group including answering queries from the HR inbox. This may involve liaising with multiple departments to look into queries and resolving them effectively.• Ensuring non-UK employees maintain the right to work in the UK, including following up on work permit renewals, requesting positive verification notices from the Home Office. <p>Ensuring that DBS checks remain up to date for relevant staff</p>	60%
<p>Work with the Resourcing team to ensure a smooth transition for candidates from the selection pipeline to the onboarding process at the point of offer acceptance.</p> <p>Coordinates the onboarding process for their client group, including:</p> <ul style="list-style-type: none">• Importing candidate details and creating records on the HR system• Issuing and tracking offer letters and contracts• Taking up and tracking references and other pre-employment checks including DBS checks where relevant to the role <p>Verifying that all new starters have the correct right to work in the UK, including checking work visas, permits and settled status Providing cover for posting vacancies and assisting hiring managers in client group in the absence of the Resourcing Coordinator.</p>	20%

Support/deliver specific HR/HR, L&OD related projects, for example:	10%
<ul style="list-style-type: none"> • HR Process Guides – creating and updating Standard Operating Procedures • HR System projects/improvements including analysing issues most commonly faced by staff and managers and suggesting areas for improvement and efficiency. • Processing of annual pay awards • Employee recognition events including organising long service award vouchers. • Supporting Battersea Matters (employee consultation forum) • Supporting with Diversity & Inclusion activity • Other projects on the annual HR workplan 	
Support with the production of reports and management information to aid business partnering activities and management decision-making within specified client group.	5%
Coordinate employee relations cases, arranging formal meetings, reviewing and proof-reading key documents and note-taking in investigations and hearings.	5%

PERSON SPECIFICATION

ESSENTIAL

- Strong experience of working in an HR team and working with HR processes, including producing a range of contractual letters, and using an HR system to enter and review information.
- Proven experience of providing first line advice and support to line managers and employees on HR policies and procedures, and of responding and resolving HR queries and issues.
- Excellent written and verbal communication skills to confidently communicate policies and procedures to staff and managers and produce formal letters.
- Excellent numeracy skills
- High level of accuracy and attention to detail.
- A flexible approach to managing and prioritising a high workload and multiple tasks.
- Good standard of written English and numeracy and competent user of MS Office and IT systems
- Experience of dealing with sensitive issues with empathy and resilience

DESIRABLE

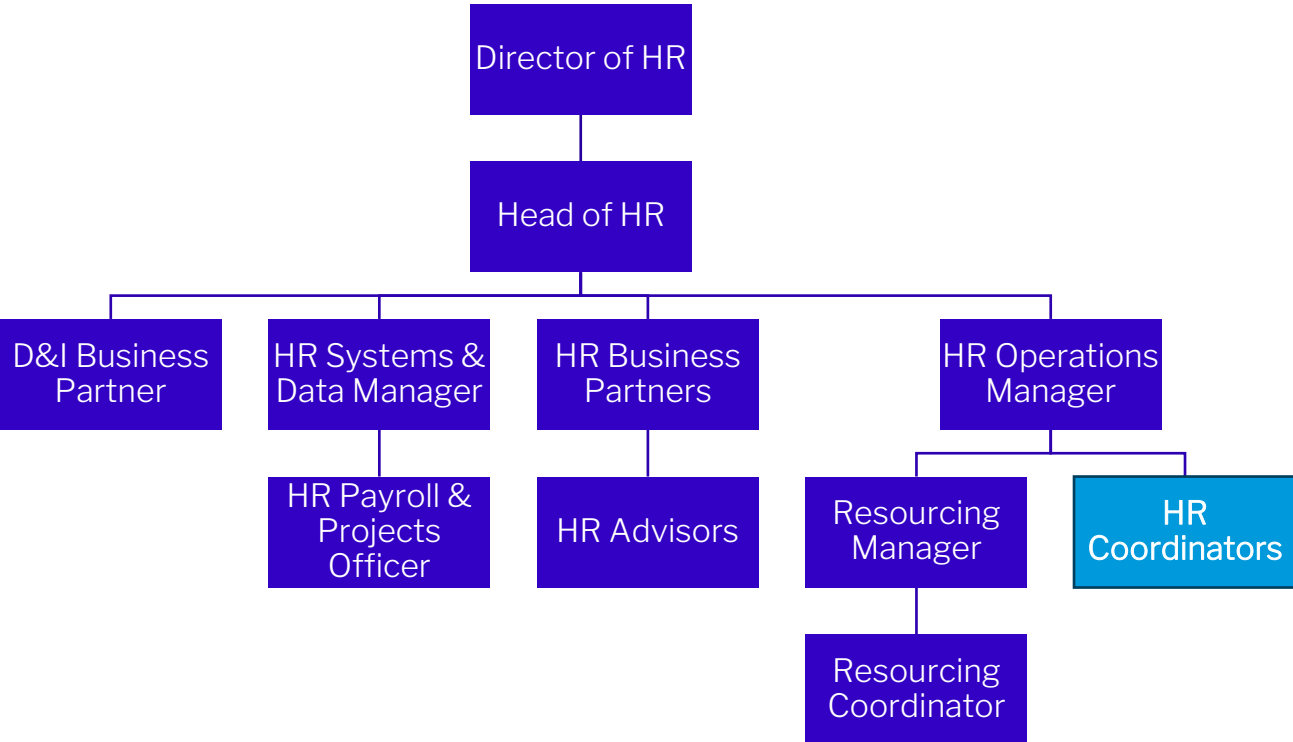
- Level 3 or above CIPD qualification



HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

POSITION IN THE TEAM



YOUR APPLICATION



KEY DATES



Closing Date

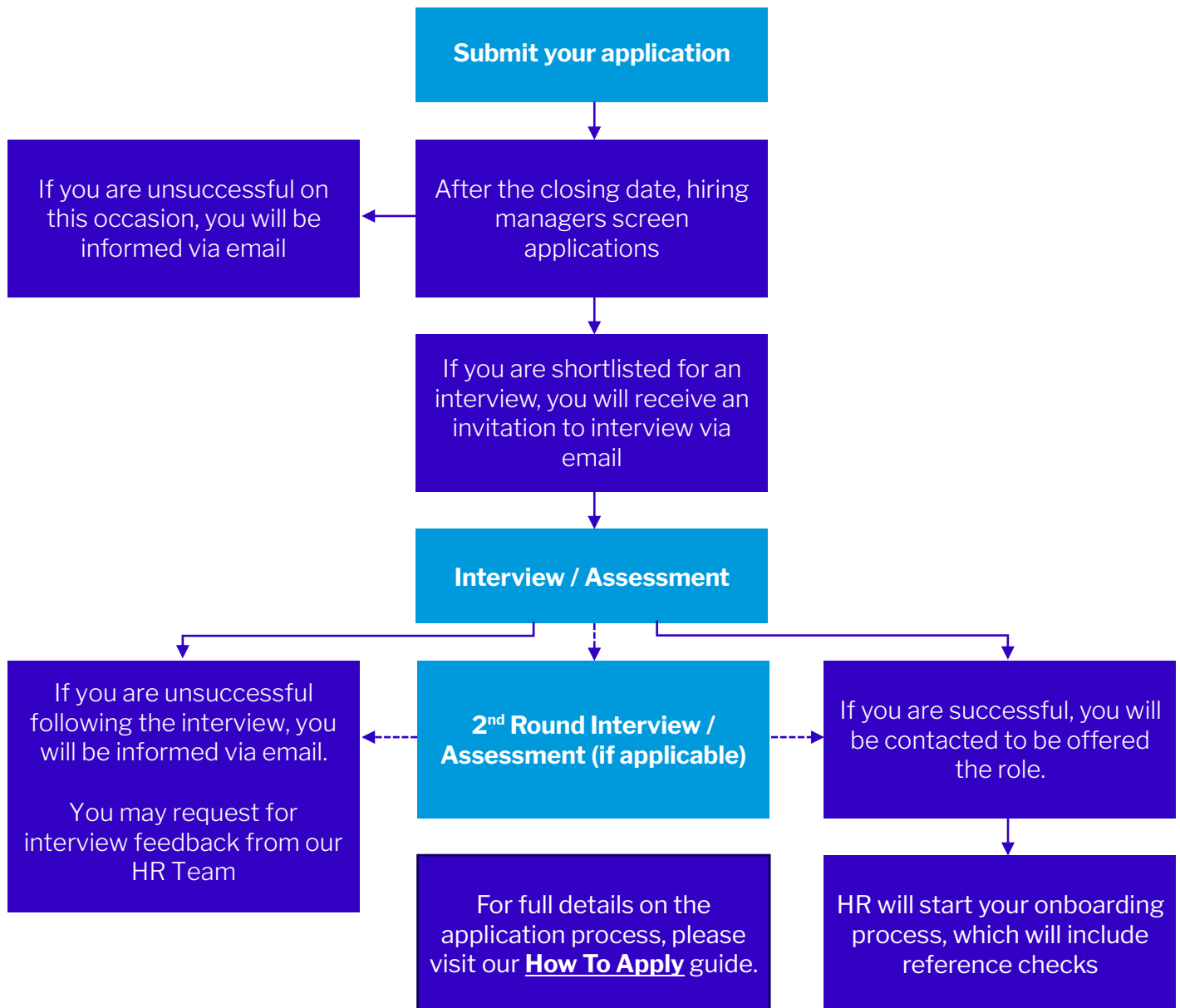
19th January 2025



Interview Date

27th January 2025

APPLICATION PROCESS





COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



DIVERSITY AND INCLUSION

OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email jobs@battersea.org.uk

REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at DataProtection@battersea.org.uk



BATTERSEA

HERE FOR EVERY DOG AND CAT

BATTERSEA DOGS & CATS HOME

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Battersea is a charity registered in England and
Wales (206394)

Patron HRH The Duchess of Cornwall GCV
President HRH Prince Michael of Kent GCV

