

## HR AND OPERATIONS COORDINATOR

The HR and Operations Coordinator plays a key support role across the people and operations functions at NEF.

Reporting to the Head of People and Organisational Development, the role primarily supports the delivery of human resources administration, helping to ensure that NEF has an effective and efficient HR function and remains a good place for colleagues to work, develop their careers and critically, deliver NEF's mission and vision for a new economy that works for people and planet.

NEF's operations function also includes finance, IT, fundraising and project management and this role will play an integral part of the wider team - providing flexible resource that is ready to support the delivery of key priorities as well as react to challenges and opportunities in real time. The right person will enjoy multi-tasking, have excellent prioritising skills and handle responsibility with a mature and professional approach.

## JOB DESCRIPTION

### HR and Recruitment:

- Maintaining of HR files and employee records
- Monitoring the recruitment inbox
- Being the first point of contact for HR queries and support
- Processing new starters, leavers and contractual changes
- Provide induction and onboarding for new starters
- Being the hiBob HR system champion and training employees on how to use it
- Produce reports
- Coordinate end to end recruitment, including advertising, managing applications, arranging interviews, drafting offer letters and contracts, undertaking pre-employment checks
- Respond to reference requests (employment and tenancy)
- Process cycle scheme, travel loan and other benefit requests
- Advising on policies and procedures
- Assist with DBS check process
- Support the Head of People and Chief Operating Officer with ongoing initiatives, including coordinating and delivering ad-hoc projects and tasks as needed.

### Operations Administration:

- Support fundraising and events activities as required – such as research, communications, supporter engagement and event follow-up actions
- Supporting NEF internal events such as colleague away days, training events and organisational communications
- Regranting – providing support for associated activities such as due diligence, creating contracts, financial or activity reporting and relationship management

### Office:

- Provide reception cover and support for tenants when the Office Coordinator is away
- Assisting the Head of People with health and safety matters including equipment purchases and conducting desk and seating assessments Supporting the Core team during absences

## PERSON SPECIFICATION

**Essential aspects are shown in bold.** Aspects not in bold are desirable but not essential.

### EDUCATION & QUALIFICATIONS

Experience in HR and Operations administration

### KNOWLEDGE & EXPERIENCE

- **Experience in a similar role**
- **Broad understanding of basic HR admin principles and experience of HR responsibilities in a previous role – CIPD qualifications are encouraged but not required**
- **Ability to work as part of a team**
- **Understanding of administrative processes**
- Experience with Charities or Not for Profit environments

### SKILLS & ATTRIBUTES

- **High degree of professionalism and discretion**
- **Excellent communication skills (written, verbal and listening)**
- Good knowledge of Microsoft office products
- **Excellent organizational and time-management skills**
- Must be a team player that works well under pressure
- **Able to multi-task and prioritise workload**

### MOTIVATION & WORKING STYLE

- **Excellent at building and maintaining effective working relationships at all levels**
- **Pays attention to detail and accuracy**
- Comfortable working with minimal direction
- Wanting a long-term career in HR
- **'Can do' attitude**

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<b>Last reviewed &amp; updated</b>	[Date]
<b>Date most recently benchmarked</b>	[Date]
<b>Pay band</b>	[C3]

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