

## People Operations Coordinator

*CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.*

### Context

People & Place have a mission to see CAP as a highly desirable workplace of the Christian world; attracting and retaining the very best people. We are the champions of our culture, magnets of talent, skills and ability transformers, ensuring all CAP's people have an enriched, and healthy work experience; all this to see CAP fulfil its vision.

### Purpose

The role of the People Operations Coordinator is to support the generalist HR function at CAP by assisting the payroll function and looking after the reward and benefits programme and project work as needed.

### Passion

We are extremely passionate about making and keeping CAP a great and healthy workplace, treating people fairly, developing people so that both they and CAP achieve their full potential and having lots of fun as we go.

### Personality

We are professional and competent whilst being compassionate and 'make it happen' kind of people.

**The role reports to the People Operations Team Manager**

### Role:

#### Accountabilities:

- Lead on looking after the enquiries inbox and People Operations tickets, responding to queries around long service awards, eye tests and general questions
- Lead on coordinating and responding to all Cycle work applications
- Support the recruitment specialist with processing incoming application forms and making preparations for shortlisting and interviews through the Hireserve system.
- Lead on coordinating the delivery of 'Welcome Boxes' to our new starters
- Lead various administrative tasks including driving policies and uploading insurance documents, agreements and licences and collaborate with the Finance Team.

- Contribute to the process of writing and sending contract change letters post-payroll, in conjunction with the Payroll Coordinator
- Sending out reference requests, collating references received and sent to HR Director, Recruitment Specialist and recruiting manager.
- Create monthly absence reports for the People Ops Team Manager to review.
- Responsible for writing and sending absence letters as requested by the People Ops Team manager
- Annually contribute with salary inflationary and grade changes
- Lead the provision of our bathroom boxes
- Lead the process of sending probation-passed letters as notified by XCD
- Lead in managing the relationship with the EAP, compiling usage statistics and advertising the service to staff.
- Look after the Westfield Health relationship, compiling usage statistics and advertising the service to staff.
- Lead the provision of Specsavers vouchers, ordering in advance to ensure continuous availability.
- Triage and process People Operations Tickets
- Annually arrange and coordinate flu jabs at CAP
- To ensure all People Operations files (electronic and paper) are kept up to date in line with CAP's data protection policy and GDPR guidelines
- Assist the whole People Operations team as needed in all ongoing projects
- Any other tasks or projects required by the People Operations Manager or Director.
- Coordinating and responding to all Smile Fund applications
- Led by the Payroll Administrator in collating new starter documents and forms, including right-to-work checks
- Collaborate and liaise with the helpdesk, facilities, line manager, comms and people transformation ahead of every new starter start date to ensure a smooth joining process
- Collaborate with the Executive Assistant team to maintain CAPs organisation charts and ensure that this is correctly represented in XCD
- Led by the Payroll Administrator to produce accurate and timely payroll letters personally
- General XCD administration, including (but not limited to); editing and updating cost codes for business partners in finance, DBS reports for safeguarding purposes, producing reports for payroll purposes, and occasionally to support projects with legitimate interest
- Creating and producing a bi-weekly newsletter (People News) focused on staff news and updates.
- Lead in administrating and facilitating Pension workshops for our new starters at CAP
- Support the People Operations Team Manager with writing and sending communications to those on Parental Leave.

### Measurable Outputs:

- Ensuring all new starters receive a welcome pack two weeks prior to start date

## Job Profile: People & Place

- Ensure contracts and offer letters are sent within 1 week of the offer being made
- Contract change letters sent within 1 week of payroll date (30th)
- People Operations tickets are reviewed on each working day and cleared down as far as possible.
- Specsavers vouchers are always available when requested and delivered in a timely manner.
- Bathroom boxes checked and refreshed on a weekly basis
- Contracts and new starter documents sent within 3 working days of the offer being accepted
- Pension workshops available within 2 months of a person starting employment
- References collected within 2 weeks of the contract being sent

## Culture:

- Clearly live out and embrace the cultural values of CAP.
- Clearly demonstrate a heart and passion for the charity.
- Sincere acceptance, understanding and practice of the Christian ethos and purpose of the charity.

## Other responsibilities include:

- Being willing to pray with staff and fully engaged with our Christ-centred culture.
- Encouraging friends, family and other contacts to support the charity through the Life Changer programme and other fundraising initiatives.
- Attending annual CAP staff conferences.
- Completing all compulsory CAP training within given timescales.
- This role falls within the scope of the FCA's conduct rules, and you will be provided with training as to how these apply to the role. It is your responsibility to ensure that you follow these conduct rules.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances.

## Person:

### Education:

- 5 GCSE grades A-C / 5-10 (including English & Maths)
- Or at least 12 months experience in an HR / admin role

### Experience:

**Essential:**

- Experience of having to work using your initiative.
- Administrative experience.
- Experience of working well in a team environment

**Desirable**

- Experience of working in a HR role
- Customer service experience

**Skills/Abilities:**

- Excellent administration skills
- Personable and friendly
- Excellent communication in all areas
- Ability to work accurately and pay attention to detail.
- A high level of discretion.
- Ability to work using your own initiative.
- Ability to multitask.
- Ability to work well as part of a team.
- Ability to prioritise time, tasks and attention effectively.
- Ability to self-manage and self-motivate.

**Christian Commitment:**

- The candidate must be able to verbally assent to and practically demonstrate Christians Against Poverty's Statement of Faith and Core Values.
- The candidate must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of their own personal faith and in line with CAP's Statement of Faith.

All adults working in or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes:

- A responsibility to ensure a safe environment in which CAP services can be delivered.
- Identifying children and adults where there may be safeguarding concerns.
- Following the CAP *Safeguarding policy* in addressing any concerns appropriately.

September 2024