

People Services Coordinator

Basic Job Information

Job Title	People Services Coordinator
Brand/Function	People Team
Department	People Operations
Job Grade	B/ B1
Location	Blakelands
Role Reports to	People Operations Manager / People Services Team Lead
Direct Reports	0
Budget Accountability	No

Job Purpose

To provide an effective and efficient People Services support for the People team, managers and employees of Volkswagen Group UK Limited. The team are the first point of contact to the whole of the business for all general People/HR related services and are responsible for administering the employee lifecycle from starting to leaving.

Key Areas of Responsibility

- To be the first point of contact for all People related queries from the business. Own the resolution of queries end to end. For more complicated queries, escalate these for support to the People Operations Advisor for resolution.
- Provide advice and guidance to managers and employees on Volkswagen Group policies and procedures keeping informed of updates and making recommendations for improvement.
- Co-ordinate the on boarding processes for new employees including the production of written offers and welcoming new starters.
- Co-ordinate HR administration processes for employee lifecycle changes.
- Co-ordinate the leaver process including the issue of the formal acceptance of resignations, conducting exit interviews and implementing subsequent administration processes to ensure clear and consistent exit procedures are maintained for employees.
- Administer the SAP processes, raising purchase orders and invoice processing.
- Management of CIPHR HR and Payroll database to include monthly interface with payroll, reporting, data audits and updates.
- Production of general correspondence in response to reference and jury service requests etc.
- Administer approved applications for flexible working and subsequent renewal paperwork where required.
- General office support to encompass filing, collection and distribution of post and minute taking for disciplinary/grievance/investigatory hearings where required.
- Maintenance of the HR System CIPHR.
- As part of the annual objectives cycle, deliver or play a supporting role in specific project work including but not limited to employee opinion surveys, organisational changes, talent & succession data, systems implementation or enhancements.

- Actively look for opportunities to drive process/systems efficiencies and enhancements through a review of current working practices and approaches. Lead on the implementation of improvements once approved.
- Take lead responsibility for either systems or compliance on behalf of the People Services team, ensuring knowledge is up to date and shared with colleagues and ownership of activity required for your dedicated subject.
- Manage the responses to the central HR mailbox.
- Update all Group email distribution lists.
- Accurately maintain and update the Group Organisation Charts to be published monthly.
- Monthly people reporting as required.
- Administer the new starter survey feeding in the results for analysis to the People Operations Advisor.
- Administer service recognition awards for employees with long service anniversaries including approval for payments and associated recognition letters.

Compliance Responsibility

- All People Team colleagues must adhere to KRL35.

Working Relationships

- All colleagues
- Line Managers
- People Operations team
- Talent attraction team
- Talent development team
- Reward team
- Finance & Legal
- Payroll
- Facilities team
- Company car team
- Health and Safety team
- Occupational Health provider

Skills

- Ability to demonstrate strong attention to detail and accuracy
- Customer focused
- Demonstrate and maintain confidentiality
- Excellent team player as well as being able to work on own initiative
- High level of understanding of how the HR department impacts on other areas of the business
- Able to be efficient and effective under pressure
- Effective communicator both verbally and written
- Able to spot opportunities for process efficiencies or enhancements

Experience

Qualifications

Career Pathways

General Administrator PA to BoM People Operations Advisor People Operations Manager Talent Attraction Manager Reward and Benefits Advisor
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Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2021	1	HR	
November 2022	2	HR	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			