



## **Recruitment Pack**

### **HR Coordinator**

30 -37.5 hours per week, across 5 days

Permanent

Dear Candidate,

I am delighted that you have shown interest in joining our team.

Living Well Partnership isn't a traditional GP surgery, it brings together four well-established practices in Southampton, with seven sites, which have joined forces to create a super-partnership that can deliver exceptional clinical care. Our HR team is at the centre of it all, alongside other central services, changing the way employees experience working in the healthcare sector.

As part of our small HR and Payroll team, you'll help to support a team of line managers, and all 160+ of our employees, by delivering efficient transactional HR services for all of our locations. As part of the HR function, you will go the extra mile to ensure that every employee can rely on us; to deliver and innovate the way the Partnership achieves a great employee experience.

You'll have an evident passion for HR and an ambition to progress your career in this field. You'll need a sharp eye for identifying issues and patterns, in data, processes, and behaviour. You'll be able to demonstrate that you're an analytical thinker, with the ability to see tasks through to completion, to the highest standard. You'll be confident in finding your way around IT systems, and given the tools, will hit the ground running in extracting analytics reports, analysing employee data, and applying numerical formulae.

You'll already have broad experience in generalist HR administration and will be keen to develop your skills and knowledge of employee relations cases. You'll be confident in managing daily, operational HR, with the support of an HR Administrator, and you'll enjoy assisting the HR & Payroll Manager in managing all sorts of people management activities, such as wellbeing initiatives, absence management, flexible working requests, and disciplinary investigations.

We're not looking for somebody to have experience of working in a healthcare setting; but someone who has at least 3 years' experience working in an HR team is a must. You should also have, or be working towards, a CIPD qualification. In return, we'll offer you the opportunity to be accountable for your own employee projects and workload, with plenty of scope for personal and professional development.

### **To apply**

- Provide an up to date CV and a supporting cover letter detailing how you meet the requirements of the role
- Applications are to be e-mailed to [soccg.livingwell-recruitment@nhs.net](mailto:soccg.livingwell-recruitment@nhs.net)

Thank you for your interest and we look forward to hearing from you.



**Dave Barclay - Managing Partner (Non-clinical)**

## **About Living Well**

### **Our foundations**

Living Well Partnership was formed in 2017 following the merger of four GP surgeries and three smaller branch sites. The GP partners, many of whom continue to lead LWP, were brought together by a growing awareness that we could deliver more streamlined medical care by sharing resources rather than operating on a smaller scale as individual practices.

We are delighted that our patients have benefited from faster access to a larger range of services while achieving operational efficiencies behind the scenes.

### **Our reach**

We care for 38,000 adults and children across the eastern Southampton region. Our seven different sites ensure everyone has local GP access, from the inner city to the rural outskirts.

Our clinical team is made up of 9 GP Partners, as well as 15 Non-Principal GPs including 4 retainers, employed directly by LWP. Our GPs work alongside Advanced Nurse Practitioners, Practice Nurses, Health Care Assistants, Social Prescribers, Care Coordinators and our own in-house Pharmacy team.

### **Our vision**

The health and well-being of our patients is at the heart of everything we do. Our goal is to provide an accessible, friendly, evidence based and compassionate service. By taking into account an individual's holistic needs we will utilise the correct professionals from our large multi-disciplinary team to address the problem presented. We pride ourselves that we are able to address medical, physical, psychological and social aspects of care.

### **Next generation**

As a practice that strives for continuing clinical excellence we are passionate about helping to train the next generation of competent clinicians. We are a thriving and progressive training hub supporting physician associates, nurses, HCA's, pharmacy technicians, independent prescribers, medical students, newly qualified doctors and GP registrars through their academic and clinical education.

### **Come and join us**

We are looking for an exceptional HR Coordinator who wants to embrace the changes in general practice and who values our aspiration to provide excellent service, always.

Come and talk to us, come and see what we are doing, come and join us.

## Job description & person specification

Job Title:	<b>Payroll &amp; Pensions Administrator</b>
Status:	Permanent
Salary:	£22,485 - £25,418 pro rata per annum, DOE
FTE:	30 – 37.5 hrs (worked across 5 days)
Location:	Practices of Living Well PCN Southampton
Accountable to:	HR & Payroll Manager
Team / Function	HR & Payroll

## Overall Aim

The HR Coordinator is responsible for providing operational support to enable the delivery of a high quality, efficient and compliant HR function across the Partnership.

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## Key Responsibilities

### 1. HR Administration

- Operate in line with legal and regulatory requirements and with the Partnership's policies and procedures.
- Responsible for ensuring that staff HR files on Cezanne are regularly checked and updated.
- Responsible for monitoring and actioning the HR & Payroll, Sickness and Recruitment email inboxes.
- Ensure the accurate recording and communication of all payroll related changes including variations to contract, new starters, leavers, and absences.
- Support with the maintenance of HR template library, including letters, forms, and packs.
- Liaise with external parties in the management of clinical prescribing codes; updating the IT department of any issues and completing any necessary documentation.
- Reporting of key employment issues e.g. HR dashboard.
- Administration of employee data for the purpose of national, local, and industry statistical reporting and analysis, when required.
- Support the wider team in managing the end-to-end process for sickness and absence reporting, accurately updating Cezanne and uploading and recording the relevant paperwork.
- Support the HR Administrator in the completion of process documents delivered by line managers, including return to work interviews and probationary reviews etc.
- Support the HR Administrator in monitoring the completion of all staff mandatory training and records.
- Support in the review of competency frameworks and associated pay scales.

- Support in preparing and drafting staff communications via email, Cezanne, and virtual open doors etc.
- Support the HR & Payroll Manager with the creation, update and review of process, policy and protocol relative to the HR function, including Employee Handbook.
- Support the HR & Payroll Manager in the administration of GP contracts, including retainer scheme applications, annual allowance calculations and application of CPD across platforms.
- At the instruction of the HR & Payroll Manager, complete GP quarterly, annualised contract commitment reviews.
- Continually update knowledge of industry standards and compliance i.e. NHS, BMA, and CQC.
- Ensure compliance with the GDPR / Data Protection Act in relation to employee records.
- Support the HR department in delivering the highest standards in regulatory inspections.
- Support with the management of payroll and pension related activities, in the absence of the Payroll & Pensions Administrator.

## **2. HR System and Reporting**

- Become an expert user of our HR system, Cezanne; continually update knowledge and test capabilities and functionality.
- Ensure the HR system, Cezanne, is up to date with employee data, documentation, correct working pattern and contract type, and any other information requested by the HR & Payroll Manager.
- In partnership with the HR & Payroll Manager, take responsibility for the utilisation of our online HR system, Cezanne; ensuring use to its full potential, and support others to use key functions.
- Support the onboarding process of new starters, on the HR system.
- Deliver Cezanne induction training to Line Managers; inclusive of HR process forms, holiday and overtime approval and record-keeping.
- Run and extract regular data reports at the instruction of the HR & Payroll Manager or Partner team e.g. expiring indemnity or training records, absence reports, or payroll data.
- Utilise, update and create trackers, using Microsoft excel, where necessary; identifying continual improvements in processing, extracting and analysing HR data.
- Work with the Payroll & Pension Administrator to manage the monthly process of extracting absence and overtime data and creating analysis report, for Non-clinical Managing Partner.
- Work with Finance Manager and HR & Payroll Manager to continually improve access, management and delivery of analytics reporting.
- Support the HR Administrator to develop their skills and knowledge of data reporting, analysis, and presentation.

## **3. Employee relations and engagement**

- Responsible for the administration of Flexible Working Requests and other variations to contract, including temporary reasonable adjustments.
- Ensure the effective management of family friendly process administration, including arrangement of pre-leave work planning, and monitoring KIT days and RTW process.
- Provide advice and guidance to senior management and employees, in line with own competency and knowledge e.g. internal processes, employee handbook referencing, employment law updates.
- Discuss requests for advice and guidance, on more complex ER subjects from senior management, with the HR & Payroll Manager; continually broadening own knowledge and understanding, whilst learning to advise and deliver effective people management guidance.
- Act as Investigation Officer, undertaking disciplinary investigations where appropriate.
- At the instruction of the HR & Payroll Manager, process and manage occupational health referrals, including holding review meetings with employees and Line Managers.
- Support in managing the progress of employee welfare cases, including welfare meetings, supporting Line Managers, and reviewing associated reasonable adjustments.
- Support the administration of the annual appraisal process.
- Identify opportunities to up-skill and cross-train employees, employee training and function improvement.
- Support the collation of staff insight through employee surveys, discussions and meetings.
- Oversee the Wellbeing Champions team through regular communication via Microsoft Teams channel, monthly update meetings, objective review meetings and other associated management of the teams' initiatives and presentation across the Partnership.
- Work with the HR Administrator to create and distribute monthly Wellbeing Newsletter, with input (on content and ideas) from the Wellbeing Champion team.
- Support the HR team in implementing wellbeing initiatives, monitoring uptake and suitability, and identifying areas for implementation and improvement for the wellbeing of employees.
- Support formal processes by note-taking at meetings, and maintaining accurate records of letters, responses, and time-line.
- Support the HR & Payroll Manager in the delivery of internal training activities e.g. Appraisals training, Line Manager training etc.

#### **4. Recruitment**

- Ensure all employees receive a contract of employment within the required timescales.
- Responsible for identifying areas for improvement in the on-boarding and leaver processes; ensuring the employee experience is continually assessed and improved.
- Support the HR Administrator, when necessary, in completion of DBS application process.
- Work with the HR Administrator to ensure that all employee immunisation documentation is up to date and, in the absence of immunisations, informing employees of what they need to arrange as well as booking occupational health to administer immunisations, where appropriate.

- Support the HR Administrator in the delivery of an effective HR induction programme to all new starters, embedding a culture of support and engagement, standing in, in the absence of the HR Administrator.
- Support the HR Administrator in recruitment processes, including advert, interview invite, candidate correspondence and liaison with recruiting managers, to carry out activities in the absence of the HR Administrator.
- Support the HR Administrator in the administration of new staff processes, including issuing and processing the required documents via email, ensuring the timely return and completion of new starter documentation, in order to carry out activities in the absence of the HR Administrator.
- Responsible for creating management and specialist role induction programmes with input from recruiting managers and Non-clinical Managing Partner.
- Support the HR Administrator to manage the scheduling of onboarding induction slots, cascading information effectively, and identifying improvements in process.
- Create, update and advise recruiting managers on recruitment pack templates, format and issue, when required.
- Review interview questions and tasks; creating, updating and advising recruiting managers of suitability, where appropriate.
- Sift and shortlist for roles, as needed, in support of the HR Administrator.
- Support the HR & Payroll Manager in the identification of opportunities to up-skill and cross-train employees.

## **5. Health and Safety**

- Ensure that all necessary risk assessments have been carried out and added to employee records e.g. VDU, maternity, return to work, following occupational health referral.

## **6. IT Support**

- Provide support to the IT function, in times of staff shortage, with the maintenance and administration of basic IT access enquiries e.g. unlocking access, password administration, and login queries.

## **7. Other**

- Attend internal and external training relevant to the role as required.
- Complete additional HR administration tasks as required.
- Support the HR & Payroll Manager in management of HR Administrator; delegating in the absence of Manager.

### Key Results

1. Adherence to regulatory requirements, policies and procedures
  2. Accurate and efficient administration of HR and Sickness email inboxes
  3. Completion of all HR tasks in an accurate and timely manner
  4. Complete and up-to-date HR, induction and training records for all staff
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Please also be aware of and follow the Partnership's policies and procedures, with particular attention to patient and employee confidentiality, health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Partnership reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

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## Role Experience, Knowledge and Skills Profile

### HR Coordinator

	<b>Essential</b>	<b>Desirable</b>
<b>Experience &amp; qualifications</b>	<ul style="list-style-type: none"> <li>• Education to A Level minimum</li> <li>• Fluent in English language</li> <li>• At least 3 years' experience working within an HR function</li> <li>• Minimum CIPD Level 3</li> <li>• Experience of supporting in the administration of Employee Relations cases e.g. performance management, disciplinary, welfare</li> </ul>	<ul style="list-style-type: none"> <li>• Working towards or achieved Level 5 CIPD</li> <li>• Experience of delivering internal training activities, one to one, or to small groups</li> <li>• Experience of supporting and advising line managers through people activities such as mediation, employee welfare, absence management etc</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of HR processes</li> <li>• Knowledge of employment law e.g. working time regulations, statutory leave and pay, equality etc</li> <li>• Knowledge of collating HR data</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge in delivering disciplinary investigations, note-taking and application of disciplinary process</li> <li>• Knowledge of effective people management standards and techniques</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational skills</li> <li>• Able to prioritise and meet deadlines</li> <li>• Excellent attention to detail</li> <li>• Good verbal and written communication skills</li> <li>• Good numeracy skills</li> <li>• Confident with computer systems, including Microsoft Office and relevant HR systems</li> <li>• Ability to work on own initiative</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• Training, coaching or mentoring</li> <li>• Ability to identify areas for improvement and implement effective change</li> </ul>
<b>Personal style and behaviour</b>	<ul style="list-style-type: none"> <li>• Genuine desire to work in HR</li> <li>• Professional manner</li> <li>• Able to manage own workload and priorities</li> <li>• High integrity</li> <li>• Ability to work under pressure</li> <li>• Motivated and energetic</li> <li>• Effective time manager</li> <li>• High expectation of self and others</li> <li>• Enjoys a fast-paced environment</li> </ul>	<ul style="list-style-type: none"> <li>• Confidence delivering training to small groups</li> </ul>

### Salary and Benefits

<b>Position</b>	HR Coordinator
<b>Location</b>	Weston Lane, Southampton SO19 9GH
<b>Remuneration</b>	£22,485 - £25,418 pro rata per annum, DOE
<b>Hours of work</b>	30 – 37.5 hours across 5 days
<b>Annual Leave</b>	25 days per annum plus bank holidays
<b>Pension</b>	NHS pension scheme

### Key Dates

<b>Closing date for completed applications</b>	Monday 3 <sup>rd</sup> October 2022
<b>First round of Interview</b>	Tuesday 11 <sup>th</sup> October 2022