

People Coordinator

Reporting to: Operations Manager

Contract type: One-year initial contract, with likely extension to permanent

Hours of work: Full-time, 37.5 hours per week – part-time schedules may be available

Job Purpose

Providing People support and operational delivery for a growing agency that combines consultancy, public policy and legal work. Working closely within the People Operations team to implement improvements across all People functions, ensuring we have a strong system of support in place for the team to develop and operate effectively.

Job Duties and Responsibilities

You will provide support across all aspects of our People strategy including recruitment, onboarding and offboarding, performance management, disciplinarys and grievances and all general people enquiries.

The broad scope of the work is as follows:

Recruitment and Onboarding

- Assisting in preparation of job descriptions, person specifications, and job adverts
- Supporting hiring teams on the use of most appropriate, equitable and inclusive hiring methods to best assess candidates
- Managing recruitment and selection using our applicant tracking system (ATS), Applied
- Identifying innovative solutions to source and attract new team members
- Drafting offer letters, consultancy contracts and employment contracts
- Conducting right-to-work checks for all prospective employees for the jurisdiction they are located in
- Leading onboarding process for new team members and identifying ways to continuously improve the process

People Delivery

- Assisting Line Managers to understand and implement AWO policies and procedures, with consideration of different jurisdictions in which we operate
- Preparing monthly payroll for all employees; collating all employee changes and leaves of absence, liaising with payroll providers (outside of UK) and preparing in payroll system (UK employees)
- Drafting correspondence relating to contract changes, probation extensions, sickness absence, family leave, disciplinary and grievance matters, performance management etc.
- Coordinating performance management lifecycle, including disseminating schedules for performance deliverables, tracking probation/3-month goals, assisting employees and Line Managers in writing reviews in HRIS, and recording any performance data



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- Supporting any disciplinary and grievance process in a confidential and discreet manner with scheduling internal meetings, gathering evidence and drafting communications
- Support with and participate in organisational and people-related learning and development
- Conducting exit interviews, using relevant tools and resources to analyse trends and suggesting People support and/or changes where issues are identified
- Managing any redundancy programmes to ensure departing staff are well supported

Person Specification

This is an exciting opportunity for someone who really enjoys problem-solving, supporting others and making things run smoothly. We are an international organisation and as a result, experience providing People support within a global team or in organisations working across multiple jurisdictions is highly desirable.

Experience, Qualifications and Skills

- Experience of hiring and onboarding staff in other countries/staff working remotely
- Experience of working in a fast-paced organisation, ideally a start-up environment.
- Experience of working in a People/Human Resources team and being in situations where the answer isn't always readily available.
- Experience working with diverse and/or remote teams; understanding of nature of remote work environment
- Familiarity with tech-enabled solutions to improve working practices
- Awareness of diversity, equity and inclusion programmes and best practices within an organisational context
- A qualification in People/Human Resources is desirable, but not required
- Excellent communication skills across geographical locations
- Ability to adopt a global mindset to consider potential implications of organisational policies in various cultural contexts
- Ability to undertake a wide range of tasks with conflicting deadlines and manage changing priorities for a range of stakeholders.

Behaviours and Competencies

- Keen to pursue continuous professional development (CPD) opportunities to improve knowledge in best practice.
- Comfort and desire to work remotely
- Friendly, patient and enthusiastic
- Superb organisational skills to manage multiple tasks
- Has a positive attitude towards change and a growth mindset
- Empathetic and inclusive approach, with sensitivity to and appreciation of cultural differences



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- Committed to diversity, equity and inclusion and understands how this can be practically applied and reviewed in an organisation.
- Enjoys variety and responding to changing needs.
- Keen to learn, develop and get involved in a wide range of tasks
- Excellent attention to detail
- Comfortable with ambiguity: able to find a solution to achieving goals without precise instruction on getting there
- Support AWO's ethos for treating colleagues as individuals, first and foremost.
- Affinity for AWO's mission and approach to technology and policy

