

# Job Description & Person Specification



Job Title:	People & Inclusion (HR) Coordinator
Reports to:	People & Inclusion Manager
Location:	HTA London
Contract:	Permanent (Full-time: Mon - Fri, 9am - 5.30pm)
Salary:	£32,000 - £37,000 (depending on experience)

*HTA Design LLP is a multi-disciplinary practice at the forefront of innovation in the design and delivery of great housing and sustainable places to live.*

We work across the UK, and occasionally internationally, with over 200 staff based mostly in our four studios in London, Edinburgh, Manchester and Bristol.

We are architects, planners, masterplanners, landscape architects, interior designers, graphic designers, illustrators, leaders in engagement and sustainability specialists, all working in collaboration to design great projects for the clients and communities we serve.

Our aim is always to create great places to live and to achieve this we believe we need to create a great place to work. We develop the careers of our people through a planned programme of learning and development, within a nurturing, supportive and inclusive environment.

We aim to be profitable so that we can share the rewards through remuneration and staff benefits, and have a transparent vision for practice succession, so that all members of the team can plan career progression to share in ownership and management.

*We pride ourselves on our values of: Creativity, Collaboration, Continuous Improvement, Commercial Value, and Caring for each other.*



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## JOB PURPOSE

The People & Inclusion (HR) Coordinator works closely with the Head of People & Inclusion and the People & Inclusion Manager to deliver efficient, effective, all-round customer focused service that supports all aspects of an employee's relationship and engagement across HTA, whilst maintaining the strictest confidence and complying with employment legislation and best practice.

The experienced team Coordinator will be hands on in ensuring the effective and proper administration, coordination, review, and development of a variety of people related practices. They will possess excellent interpersonal and communication skills including the ability to relate well with people at all levels of the business with care, sensitivity, and diplomacy. This is a busy and often fast paced role and will require someone who is highly organised, possesses excellent administrative skills, and who is able to remain calm and good natured under pressure.

## KEY RESPONSIBILITIES

### Recruitment & Selection

Carry out a full range of administrative and coordination duties in the recruitment cycle:

- Regular review and maintenance of HTA's Recruitment Inbox, ensuring that enquiries are promptly addressed and all live and speculative applications are accurately filtered and filed, and following up on any requests for reasonable adjustments from disabled applicants for interview.
- Maintain HTA's Recruitment Tracker.
- Prepare recruitment documents, templates and materials (e.g. job descriptions, questions sheets and interview schedules).
- Draft, place, and remove job advertisements on PeopleHR, on HTA's website and other external sources. Liaise with HTA's Marketing team to publish and promote adverts on all social media channels.
- Monitor and maintain applications within PeopleHR's Applicant Tracking System, keep an eye on and merge duplicates, provide application upload guidance and support to agencies and individuals, as necessary.
- Follow up after the application closing date with the hiring leads to confirm next step instructions relating to the short-listing exercise and requirements, in line with best practice.
- Schedule interviews (virtual and/or face to face) and maintain the interview tracking log.
- Administer competency based tests at interview where applicable.
- Follow up, prepare, and manage the communication of candidate feedback on the outcome of their application and/or interview in a timely manner via email, taking care to check all feedback with the team manager before sending.
- Collect and analyse diversity monitoring data via HTA's Survey Monkey account and prepare quarterly reports and analysis feedback to the Head of People & Inclusion.

## KEY RESPONSIBILITIES CONTINUED...

### On-boarding & Induction

- Organise, administer and coordinate the new joiner's induction process.
- Prepare digital offer letters and contractual documents.
- Carry out all pre-employment checks (e.g. references, qualifications, and Right to Work) and maintain the relevant personnel files effectively so that they are always 'audit ready'.
- Prepare new joiner e-personnel files and maintain new joiner checklists.
- Prepare induction booklets/packs/communications.
- Collaborate with the People & Inclusion Manager to deliver an effective HR Induction ensuring all new joiners receive the best start to their career possible.
- Organise and keep HTA's programme of inductions with relevant team leaders up to date, documented, recorded, communicated, and running smoothly.
- Prepare induction attendee lists, send calendar invites, and record induction attendance on PeopleHR.
- Collect and analyse induction feedback and produce evaluation summary reports.
- Ensure that all new joiners have fully completed their inductions prior to the end of the probation period.
- Administer the probation process ensuring line managers and employees know when review meetings are due and understand the procedure using PeopleHR. Follow up on the notes and confirm the outcome at the appropriate time in liaison with the People & Inclusion Manager, flagging any issues raised in a timely manner.
- Support the management of Display Screen Equipment (DSE) assessments for both office and home/remote workers. Review completed self-assessments and identify support, and/or equipment needs and carry out remote assessments (via Teams or face to face.) as required.

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### Performance Management

- Assist with the administration and coordination of HTA's Performance & Development Review (Appraisal) programme.
- Provide managers and employees with assistance using the Performance and 360 Feedback areas of PeopleHR and monitor the completion of appraisal notes, chasing when required.
- Assist the People & Inclusion Manager to monitor sickness absence and work with employees and their managers to take remedial action in order to facilitate a proactive approach to absence management and return to work procedures. This might include conducting or organising DSE or Occupational Health Assessments.
- Assist the People & Inclusion Manager as required with the organisation and conduction of performance capability, grievance, and disciplinary hearings, including taking and/or transcribing notes where required.

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### Learning & Development

- Assist the People & Inclusion Manager to prepare HTA's annual Training Needs Analysis following the performance appraisal cycle.
- Assist with sourcing, organising, and booking relevant internal/external training activities and keep HTA's Training Log up to date.
- Record all staff training and CPD activities on the PeopleHR database and any expenditure on the budget cashflow spreadsheet.
- Administer all training evaluation activities (e.g. preparing surveys using Survey Monkey, collecting, analysing and reporting on staff feedback).



## KEY RESPONSIBILITIES CONTINUED.....

### Leaver Administration

- Assist the People & Inclusion Manager with employee leaver administration and processes.
- Organise and maintain a leavers checklist.
- Prepare and send resignation acknowledgement letters.
- Organise and carry out exit interviews, as required, and summarise outcome within HTA's Exit Interview Log.

### HR Database & Reporting

- Ensure the HR Databases (PeopleHR and Deltek PIM) accurately reflect current staff conditions and details. This includes inputting new starters and processing leavers, contractual amendments, change of details, annual leave and recording of sickness absence and other leave.
- Generate various monthly HR Metrics Reports from the PeopleHR database for the purpose of monitoring and following up on a range of HR activities.

### Other Administration & General Duties

- Work closely with the People & Inclusion Manager to implement and maintain robust, transparent and user-friendly HR systems and processes, whilst ensuring data security in accordance with GDPR, and maintaining strict confidentiality at all times.
- Act as a key contact for the People & Inclusion team by providing advice, coordination, and full administrative support on a full range of HR matters, to ensure the effective management of staff to achieve business needs.
- Respond to reference requests for current and ex-members of staff.
- Prepare general HR correspondence, as required.
- Update and maintain staff data (electronic and paper).
- Set up, maintaining and archiving HR files.
- Undertake general housekeeping i.e. e-filing, photocopying, scanning, shredding etc.
- Accurately administer and maintain HTA's employee benefits programmes updating relevant benefits spreadsheets and records in PeopleHR.
- Assist in the coordination and monitoring of HTA's Immigration and visa sponsorship obligations in collaboration with the People & Inclusion Manager.
- Manage invoice payments in liaison with the Finance team and update the HR budget cash-flow spreadsheet, including reconciling it against the expenditure report on a monthly basis.
- Accurately report all relevant staff updates and changes to the Finance team for the monthly payroll in a timely manner.
- Attend and take minutes for HR related meetings, particularly those Chaired by the Head of People & Inclusion/People & Inclusion Manager, as required.
- Assist the People & Inclusion Manager with research and other special projects and various other employee engagement activities, as required.
- Carry out any other reasonable duties as required.

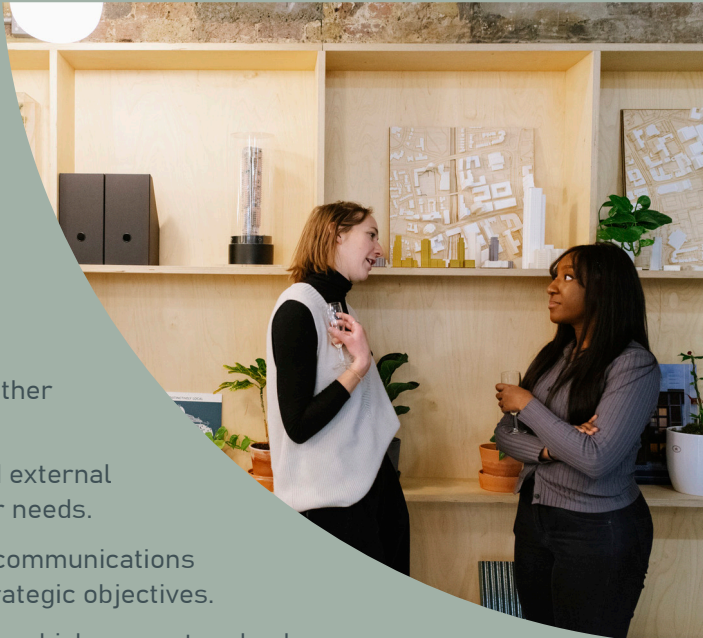


## ORGANISATIONAL RESPONSIBILITIES

Where appropriate, all HTA staff are required to:

- Understand, demonstrate and apply our workplace Values: Creativity, Collaboration, Commercial Value, Care for each other and Continuous Improvement.
- Establish good working relationships with both internal and external clients and provide a high-quality service which meets their needs.
- Take ownership of, and contribute to, internal and external communications activity both in their job role and as part of HTA's overall strategic objectives.
- Promote and develop individual and company-wide activities which support and enhance environmental sustainability and health and safety objectives.
- Demonstrate a personal commitment to embracing and promoting a positive approach to the achievement of acceptance, openness, inclusion, and equality of opportunity at work for people from disadvantaged and under-represented groups (i.e. such as those with disabilities, LGBTQ+ and Black, Asian and Minority Ethnic communities).
- Comply with HTA's Data Protection Policies when handling personal data in the course of employment including personal data relating to any employee, worker, contractor, customer, client, supplier or agent of the company.

*This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.*





## PERSON SPECIFICATION

### Experience and qualifications:

- Minimum of 4 years' experience and demonstrable success of working in a similar generalist HR admin/coordination role and preferably within the built environment or creative sector.
- Relevant HR qualification (CIPD).
- Experience of implementing effective systems to streamline administrative processes.
- Experience of working in a small team environment, managing a busy workload sometimes under pressure.
- Experience of working within an environment where confidentiality is paramount.
- Proven accountability and commitment to high performance and dedicated to own professional learning and development.

### Essential skills and knowledge:

- A good standard of education including excellent English language skills, both written and verbal with the confidence and ability to communicate clearly by telephone, in writing and in person with a wide range of contacts.
- First class interpersonal and communication skills with the ability to build and maintain strong collaborative internal and external working relationships at all levels.
- Ability to actively listen, apply sound judgement and to advise others objectively.
- Ability to exercise discretion and to maintain a high level of confidentiality.
- A team player who is customer focused with a 'can do' attitude and keen to make a difference to working life.
- A calm disposition and self-aware with the ability to deal with challenging environments and situations with ease, confidence and sensitivity.
- Highly proactive with the ability to use initiative and to work autonomously.
- First class organisation and prioritisation skills with the ability to multi-task and demonstrate adaptability/flexibility in order to cope with changing demands and priorities.
- Exceptional administrative skills with the ability to devise, improve, and maintain online/electronic admin systems.
- Meticulous attention to detail and the ability to produce accurate work and take clear accurate notes.
- Ability to solve problems and take full responsibility for one's own work.
- Good research, analytical and logical approach to work.
- Some financial awareness, with the ability to monitor and reconcile budgets.
- Strong IT skills, including Microsoft Office 365 (e.g. Teams Outlook, Excel, Word). Experience of using Adobe InDesign would be highly beneficial, but not essential.
- Good knowledge of employment law and best HR practice.
- Good knowledge of health, safety and wellbeing at work.
- Trained Display Screen Equipment (DSE) Assessor is desirable, but not essential.
- Trained Mental Health First Aid certificate is desirable, but not essential.