

Gaddum

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Job Description: Central Services Coordinator

Job Title: Central Services Coordinator

Accountable to: Chief Executive

Responsible to: Operational Leadership Team

Reporting to: Head of Finance

Location: Hybrid

Salary: £30,977 pro-rata (£18,586.20 at 0.6 FTE)

Hours: 21 hours per week (0.6 FTE, with flexible working required to suit the needs of the role)

Contract: Permanent

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work in four Greater Manchester localities, Manchester, Rochdale, Salford and Stockport and deliver some programmes of work across all Greater Manchester areas.

Job Summary and Purpose

To ensure Gaddum delivers its organisational objectives by coordinating efficient and effective Human Resources, People and Central workstreams. Reporting to the Head of Finance, the postholder will be working as part of a small but high performing team, and will be a key reference point for the organisation's leaders to ensure those they manage have the best possible opportunities to thrive during the course of their employment at Gaddum.

The postholder will be responsible for overseeing central systems and processes relating to organisation-wide People Services as required by the Senior Leadership Team and Trustee Board.

Main Duties and Responsibilities

People Services

- Ensure the organisation works in line with the appropriate People policies and processes to work to Gaddum's values and achieve our strategic objectives
- Ensure every step of the employment pathway is coordinated and managed

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safely, including;

- Working with hiring managers to ensure consistent and appropriate job descriptions, person specifications and job adverts
- Aligning templates to ensure best practice standards in recruitment
- Managing the application process
- Ensure the necessary checks are in place for prospective staff
- Ensure employees have the correct contractual documentation throughout their employment
- Work with all teams to ensure new employees are inducted effectively
- Ensure exiting employees are offboarded consistently, including conducting or arranging exit interviews
- Act in an advisory manner on internal employee related matters, guiding colleagues to relevant policies and processes *and* seeking advice from external HR support where necessary
- Report on key HR matters to the Senior Leadership Team as required
- Keep up to date with relevant news and legislative changes that impact internal policies and processes
- Ensure accurate employee records to enable all other departments to run effectively, such as having the right payroll instructions prepared and logged in time for the monthly payroll
- Coordinate the annual appraisal process, reporting on progress to the Senior Leadership Team
- Coordinate other key HR elements as required and delegated by the Senior Leadership Team

Administration

- To be the first point of call for employees for people / HR related enquiries, empowering colleagues to use policies appropriately and reducing dependency on the central team
- Carry out general administrative tasks such as responding to queries, devising personnel paperwork and managing the HR inbox
- To support with other central administration activities when needed
- Provide administrative support to the SLT on an ad-hoc basis
- Provide administrative support to the Board of Trustees, - including supporting the SLT with preparing for quarterly Board and individual subgroup meetings

Statutory compliance, quality and governance

- Support central colleagues with relevant audits
- To support the Chief Executive Officer & Head of Finance in the coordination of returns; namely Companies House and Charity Commission
- Produce reports to the Senior Leadership Team as required
- Support the Senior Leadership Team with the management of risks (proposing solutions and managing HR and business support services)

Estates & Facilities

- Support the Head of Finance in:
 - Ensuring buildings and offices are well managed (this may include developing and maintaining relationship with 3rd parties)
 - Managing supplier relations, such as Utilities, Mobiles, IT Solutions

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Provider; ensuring best value for money and high performance

IT and Information Systems

- Manage the IT systems across Gaddum services; liaising with our external IT provider in setting up new starters and deactivating leavers.
- Responsible for the coordination of IT equipment; maintaining the asset register, assigning equipment to new starters; supporting staff with malfunctioning equipment and redeploying new equipment where necessary; and arranging the collection of equipment when an employee exits the business.
- Managing the administration of the mobile phone estate; adding new users, reassigning numbers, resetting passwords etc.
- Reporting to the Senior Management Team on organisational need
- Act as administrator for our HR and employee benefits systems/portals
- Ensure our HR system is updated with new starters, leavers, and any other changes

Health & Safety

- To ensure compliance with Health & Safety systems across all sites
- To oversee the Health & Safety Risk Register; developing and ensuring the delivery of Action Plans where required
- To coordinate with external consultants to complete annual monitoring and review of Health & Safety for all projects including Safety Checks, Risk Assessments and fire evacuation plans
- To coordinate organisational mandatory training for Health & Safety for all teams and as part of induction process for new starters

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to a Standard DBS Check.

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Person Specification:

Criteria	Essential	Desirable	Assessed
Qualifications & Training	English & Maths GCSE at Grades C or above (or equivalent)	CIPD / HR Certification	AI
Knowledge & Experience	Proven experience within a HR team Knowledge of GDPR Experience of maintaining accurate records within a HR database	Experience of payroll functions and processes Experience working in a VCSE organisation Good & current knowledge of relevant aspects of Employment Law	AIT
Skills & Abilities	Proficient in the use of Microsoft Office packages Has the ability to self-organise and prioritise; ability to work with competing priorities and constraints Has high attention to detail Ability to recognise and deal with confidential information and maintain confidentiality as appropriate Good Interpersonal and communication skills; being able to communicate clearly and consistently across the organisation Ability to work independently and problem solve	Actively engaged in current Employment Law contexts Personal resilience and the capacity to stay calm under pressure	AIT
Values and Personal Attributes	Commitment to Gaddum Values Commitment to equality, diversity and inclusion		AIT

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	Flexible and positive working ethic Must display integrity, honesty and good judgement		
Other requirements	Flexible approach to working hours to support the needs of the business Flexible in office working days to suit the needs of the business		AI