

JOB DESCRIPTION

PEOPLE & CULTURE

Job title:	People Coordinator (Pay & Reward)
Grade:	This post has been evaluated at Grade 3
Responsible to:	Pay & Reward Manager
Date:	December 2024

Job purpose:

This role provides a crucial part of the operational function of People & Culture, delivering high-quality support for employment related queries and end to end payroll processes for Falmouth University and our partner organisation Falmouth Exeter plus.

The postholder will have a key role to play in creating a positive experience for managers, employees and workers by providing a customer focussed administrative service where all advice, guidance and processes are conducted in a timely, accurate and efficient manner.

Main duties and responsibilities

1. Support with administrative activities associated with the life cycle of employees and workers. This can include (but not limited to) compliance checks, starters/leavers, contractual changes, maintenance of sickness and leave records. To learn and apply good data protection practice across all electronic and manual records.
2. Support with any pay, reward and pension activities from calculating pay for contractual changes and assignments to monitoring and processing changes to benefit schemes.
3. Process and check monthly pay claims including hourly paid, overtime and travel and subsistence claims. Ensure all claims are processed accurately and efficiently in line with policies and employee's terms and conditions.
4. To be the first point of contact for queries for any People, Pay & Reward queries, responding in a positive, timely and effective manner. To signpost and refer more complex queries to others in the team as appropriate.
5. Contribute to the delivery of an effective and efficient People, Pay & Reward service focussed on continual improvement, development of tools and resources, supporting with monthly reconciliations ensuring that checks/controls for all administration are applied in accordance with guidelines for each payroll cycle.
6. Maintain up to date knowledge relating to payroll and pensions administration, including statutory provisions as they relate to the duties of this post.

7. To work in accordance with Service Level Agreements and departmental performance management systems e.g. KPIs, targets and deadlines.
8. To attend and produce minutes/notes for meetings as required.
9. To provide cover for other members of the People & Culture team as appropriate.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work within and actively support the equality and diversity policies and practices of Falmouth University.
7. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety, you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: People Coordinator (Pay & Reward)

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Educated to GCSE level in Maths and English or equivalent.	Relevant qualification in HR or Payroll.
Experience and knowledge	<p>Good IT skills including Microsoft Office applications such as Excel, Outlook, Word and Sharepoint. Able to produce and maintain complex documents.</p> <p>Demonstrable experience of the effective delivery of complex and general administrative duties.</p> <p>Understanding of basic employment and payroll legislation.</p>	<p>Experience of Data Protection issues.</p> <p>Experience of MHR iTrent System.</p> <p>Experience of working with a large payroll including processing high volumes.</p>
Skills and personal requirements	<p>Good standard of numeracy, literacy and analytical skills.</p> <p>Good communication and customer service delivery skills; able to work positively with colleagues at all levels to work effectively and proactively as a team.</p> <p>Good organisational and time management skills; with the ability to work independently, proactively and prioritise workload to meet deadlines and conflicting demands whilst retaining accuracy and attention to detail.</p> <p>Ability to problem solve.</p> <p>Ability to work under pressure and deal with difficult and stressful situations.</p> <p>Experience of working with confidential information.</p>	