Position Description
People & Culture Co-ordinator

The Cooperative Bank

Our purpose

Our long-term aspirations are to develop more long-term value-based relationships with our customers, and for our people to grow and develop so that they are better off working at the Co-operative.

Our values

Our values represent who we are, how we think, and how we behave to bring these to life every day. You'll demonstrate behaviours that define our core values and support an inclusive culture with a strong teamwork spirit.

Create mutual benefit — With customers as our shareholders, our shared interest drives what we do.

Be inclusive — We are confident being ourselves and inclusive of everyone we interact with.

Strive for better — We hold ourselves to high standards and deliver to them.

Act fairly — We are open, honest and do the right thing.

About the team

The People & Culture (P&C) Team has a key role in ensuring that The Co-operative Bank ("the Bank") has the organisational culture, employee engagement, workforce performance, and capability to deliver brilliantly human customer experiences.

The People Operations team sit within the wider P&C team and deliver the Human Resources and Health, Safety and Wellbeing functions at the Bank.

Purpose of this position

The People & Culture Co-ordinator is a key role in the People Operations team, ensuring our people systems and services run smoothly. This role is the lead for managing administration that supports our people processes across the employee lifecycle, recruitment, people movements, performance, remuneration, health, safety, and wellbeing and more. It is also responsible for people data management and monthly reporting. The role will provide support to the People Operations team and the broader People & Culture team including the Chief People & Culture Officer.

Position reports to: Manager People Operations

Challenges and opportunities of this role

- Balancing reactive day-to-day work with the project work needed to improve people processes.
- Time and work management including planning, multi-tasking, prioritising work, administration and processing skills.
- Data entry, analysis and drawing insights from key people metrics.
- Helping people to better self-serve in future through the intranet and other online systems.

How you will contribute:

What you'll do	Success will mean
First Level People Operations Support	
Core P&C Operations: Assist and support in the delivery of effective and efficient P&C responses and solutions by providing first level support via multiple channels for managers, employees and external parties, escalating as required. Includes daily management of the HR Help shared inbox. **Process Improvement:** Work with the wider team to identify and develop continuous improvement of current processes to ensure effective service solutions for the team, people leaders and our people.	• Queries are dealt within agreed SLAs and in customer-focused manner, enabling our People Leaders & employees to get on with the important job of doing right by our customers. • Underlying issues are identified and addressed e.g. via process improvement. • Timely and clear communication with other P&C team members where query escalation is required.
P&C Systems Support	
Provide proactive support to ensure core HR systems and processes are carried out. This will include: • Recruitment system support and administration. • On-boarding and induction support and administration. • Support the HS&W Advisor with the Incident management system administration and incident resolution. • Support the review and management of people data for regular staff surveys. • Liaising with key stakeholders (i.e. Payroll) to ensure people data in payroll systems is accurate and up to date. • Supporting the transition of people processes to a HRIS system and transferring processes and data from current paper-based systems.	• Managers are supported with getting roles advertised and being competent using the system. • Compliance activities are completed in a timely manner. • Management or escalation of people or health and safety incidents raised across the business. • No discrepancies between people data in Payroll and P&C. • Successful transition to a new HRIS system.
P&C Data Management & Reporting	

What you'll do	Success will mean
Ensure people data is kept up to date in core people systems, including the maintenance of joiners, leavers and internal movements. People data is analysed, and insights shared with P&C team and incorporated into people reports. Production of monthly, quarterly, and ad hoc reports for People Leaders, SLT and the Board on key people metrics and compliance activities. Keep People & Culture information up to date on the intranet.	• The P&C team, business and Board have access to accurate and timely people data. • People Data is used to provide meaningful insights in reports. • All required reports and completed within expected timeframes. • Information on people processes is kept up to date and user-friendly. • Queries from reports are managed in a proactive and timely manner. • Timely and accurate placement of P&C content on to intranet, ensuring all information adds value to our people.

People Process Support

Provide support to the business and stakeholders on key processes: • Employment agreements and variations • Advice and assistance on annual, sick leave and other employment related entitlements. • Support with the people administration relating to the performance and remuneration review processes, collective agreement negotiation outcomes and any general employment agreement changes. • Support the team with the ongoing review and updating of People & Culture policies ensuring they align to the Co-operative Banks culture, relevant legislation and best practise people processes. • Support the ongoing management of staff uniform allocation (day to day and yearly refresh). • Co-ordinating the onboarding, exit and internal movements processes. • Ad hoc support to the P&C team as required.	• Advice provided to managers and employees is accurate, timely and compliant with relevant employee legislation. • People issues are triaged and escalated as required. • People related documents are accurate. • Onboarding materials, including uniforms, are provided with expected timeframes.

Healthy and safe work environments

Follow all health and safety policies, standards, emergency procedures and plans. Participate in health and safety activities, training and meetings as required.	• Having healthy and safe ways of working. • All workers feel empowered to and aware of opportunities to participate in health and safety activities. • Our people can easily report hazards, near misses, injuries, incidents, and ideas for continuous improvement.

What you'll do	Success will mean
Reports hazards, near misses, injuries, incidents, and ideas for continuous improvement. Cease work if an unsafe situation arises and seek assistance.	• Workers stop work if they feel unsafe and connect with their people leader or other workers for assistance.

Decision making and responsibilities

a) **Decisions and/or financial accountabilities:**
- This may include day to day decisions around people processes and people and culture support systems in consultation with the Manager People Operations.

b) **Actions and decisions that are recommended to a higher level of management for approval:**
- Escalation of complex people and culture queries as required.
- Recommendations for system or people process changes.

Qualifications and experience

- Recent graduate, or one to two years' work experience in an administration or co-ordination role.
- Demonstrated time management skills, with the ability to remain calm under pressure and manage numerous tasks throughout the day.
- Strong customer-focused communication skills and attention to detail.
- Ability to engage effectively with people at all levels.
- Strong Microsoft Office Excel and Word skills.
- Accurate data entry and analysis skills.
- Tertiary qualification is desirable in relevant business discipline.

Skills and attributes

Personality Attributes

- Well organised and a strong attention to detail.
- Good judgement and the discretion to work with confidential information.
- A strong customer service focus and communication skills.
- High levels of initiative and proactivity.

Conceptual Skills

- Able to learn, understand, apply, and retain new information / learning / training.
- Problem identification and solving.
- Researching, analytical and investigative.

Leadership Skills

You will be expected to demonstrate behaviours from our Leadership skills framework through your actions, the way you work and how you work with others.