


BURO HAPPOLD

Job title	HR Co-ordinator
Grade and fit within team structure	Standard Grade. Reporting to HR Shared Services Team Leader.
Discipline/Team	Human Resources Department
Business unit/Region	Business Services
Location	Bath
Reporting line	 <pre> graph LR A[HR Shared Services Co-ordinator] --> B[HR Shared Services Team Leader] B --> C[Global HR Operations Director] </pre>
Team structure	Global Team of 9. The role reports to the HR Shared Services Team Leader, which reports into Global Director of HR Services. This role has no direct reports.
Your support	Support from line manager and HR peers.

Role overview

What's the purpose of the role?

As a HR Co-ordinator, you will be part of a team providing end to end HR support to the regional HR Consultants and the employees of Buro Happold. The role provides the full HR lifecycle co-ordination and administration, supporting the Regional HR Teams.

This role is responsible for global HR processes, administration, and continuous improvement in a generalist capacity and provide HR service for the business.

What will success look like?

Success in the role would involve providing timely, administration and co-ordination of HR related advice to line managers and employees, within the appropriate global HR framework, policies, and procedures. HR Co-ordinator will act as the first port of call to employees and external partners for all HR related queries.

Success would also involve owning the delivery of all HR process and administration, administer accurately, completely, and correctly all HR requests and processes, in a global HR Shared Services environment, ensuring process guidance is implemented and used for each request/process.

With true understanding of what we do, why we do it and that our people are fundamental to our success, this role will apply a continuous improvement and critical lens to all it works on, including raising queries and making suggestions for improvement, and implementing these.

The ability to work closely with Regional HR teams, providing service to their requirements, balancing regional and global needs, whilst working effectively within the HRSS team, providing support and help where required.

What will you be doing...

A detailed overview of your responsibilities is as follows...

HR processes and administration:

- Full accuracy, responsiveness, and coordination of all processes to support the employee life cycle including completion of all HR administration and co-ordination for your designated business area.
- First point of contact for employee queries via the HR Shared Services mailbox, on call or face to face interaction.
- Ensure any escalated issues are handled in a timely manner and resolution is communicated.
- Working with payroll (or payroll providers) to provide timely information in line with cut offs, and any specific reports and/or data logs that HRSS need to do on a regular basis.
- Providing data for and preparing routine management information reports and documents and handle ad-hoc report requests as required.
- Provide support for audit requests ensuring that they are handled in a timely fashion and provide information as needed.
- Administrative management of HR database and systems – ensuring employee data is up to date.
- Manage requests within SLA and accurately, and smaller-scale ad hoc projects to deadline, demonstrating close attention to detail.
- Minimise variation and workarounds; process must be consistent and global wherever possible.

Continuous Improvement:

- Collaboration and working with the HRSS Team Leader and other stakeholders to ensure ongoing review and improvement of all processes, guides, templates, and other documentation to globalise wherever possible and ensure all documents are updated as and when changes take place, ensuring clarity and that changes are communicated and understood.

More about you...

Experience & Qualifications

- HR experience (Shared Service environment advantageous).
- Well versed in Microsoft Office software (Outlook, Excel, Word, PowerPoint).
- Demonstrable administration, process, and continuous improvement experience.
- Experience working in a fast-paced environment.
- Proven ability to provide excellent service.

Desirable Experience:

- Experience of working within the engineering sector or professional services.
- Previous experience of working for a Global company.

Qualifications and Accreditations:

- CIPD Qualified (or recognised global equivalent) HR practitioner or working towards.

Style & Behaviours

- Excellent communication skills (verbal and written) – able to effectively influence peers and stakeholders, particularly in compliance with processes and in incorporating feedback for process improvement.
- Highly professional manner, with the ability to interact and communicate effectively with employees of all levels or experience and seniority, across the organisation.
- Ability to handle and priorities multiple tasks.
- Willingness to embrace new HR technologies and changing processes.
- Exceptional attention to detail.
- Ability to work independently and manage deadlines, understanding true priorities.
- Excellent organisation and time management skills.
- Ability to navigate the “grey” areas by applying judgment and thinking creatively when responding to employee, manager and stakeholder needs.
- Ability to handle confidential information professionally and appropriately.