

Job Description

Job title	Onboarding Co-ordinator	Job family	Business Support Services – Central
Reporting to	Onboarding Team Leader	Job code	
Location	Leicester	Evaluation Date	TBC

Job Purpose

Provide a top class on boarding experience for all new starters and effective support to sites ensuring candidates are compliant in line with processes and procedures, thinking outside of the box to ensure the candidate is made compliant as safely and quickly as possible. Supporting the business to meet its objective and helping to reduce agency spends. Work as part of a team responsible for the processing Onboarding checks for large groups of Priory Group employees.

Responsibilities

As Onboarding Co-ordinator you will

- Provide first line advice from internal and external queries in relation to the Onboarding process
- Carries out Onboarding checks to ensure recruitment is legal and “safe” and meets regulatory standards
- Maintaining and updating HR information system with employment information, ensuring accuracy of data input
- Liaises with other departments as needed
- Meets demands and projected targets
- Actively speaking with candidates, sites and third parties to chase for all compliance checks including references, medicals, disclosure, outstanding information, employment history and any other information required for the role.
- Ensure all regulatory and compliance checks are correct and accurately verified in line with regulatory requirements
- Ensuring GDPR is met and maintained
- Ability to work well under pressure, multitask with accuracy and meet tight deadlines
- Assist sites and third parties with enquires and sometimes demanding and difficult situations which will require demonstrable communication and interpersonal skills
- Provide sites with a top class customer service experience
- Active listening and using initiative to problem solve and come up with resolutions
- Taking ownership of any issues to ensure they are resolved
- The role holder will generally work within existing procedures and processes; however, there will occasionally be the need for more adaptive thinking, particularly when dealing with more complex or unusual queries
- Support with Projects

Knowledge / Education / Skills

- A working knowledge of all compliance and regulatory requirements
- A working knowledge of HR Legislation and GDPR
- Understands the importance of team work and actively focuses on being an effective team player
- A resilient individual who is able to perform well under pressure in a fast paced environment
- Organised with the ability to deal to multi-task and prioritise in a highly dynamic environment
- Impeccable attention for detail, pride yourself on accuracy and be able to multitask with ease
- Customer Services is the forefront of our business so you must be able to reflect this in the service you provide to our colleagues
- Self-efficient and self-motivated
- Robust and resilient

Experience

- Previous experience within a hr administration or customer service role
- Previous experience in a fast paced corporate HR environment preferably shared services
- Experience working with large volumes is desirable
- Previous sector relevant experience desirable
- Previous experience with iTrent desirable

Communication

- Excellent demonstrable verbal and written communication skills
- Able to professionally handle sometimes difficult candidates and clients

Working Environment

- Role is Leicester based

Upholding the Company Behaviours

This provides some guidance on the types of conduct to support the Company Behaviours

Behaviour	Evidence
Putting People First	<ul style="list-style-type: none"> • Strives to ensure every colleague is able to make a positive and lasting difference to Service Users and their families • Actively seeks to develop the potential of every service user and staff member
Being Supportive	<ul style="list-style-type: none"> • Celebrates success and supports colleagues through difficult times • Demonstrates loyalty to colleagues, manager and team

Acting with Integrity	<ul style="list-style-type: none"> • Is honest and respectful in all interactions with colleagues and customers • Demonstrates emotional control • Ensures accurate recording of any transactions and interactions on all company documentation • Challenges poor performance and behaviours
Being Positive	<ul style="list-style-type: none"> • Promotes the company in a positive way at all times • Strives for positive outcomes, especially when times are challenging
Striving for Excellence	<ul style="list-style-type: none"> • Always puts service quality first • Shares and encourages innovation • Keeps on top of new developments in the sector

Competencies

- Prioritisation & Time Management
- Results Orientation
- Initiative & Pro-Activity
- Customer Focus
- Communication