

Job Description

Job title	Senior 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 new starters and effective administration support to sites ensuring candidates are compliant prior to joining the business. Work as part of a team responsible for the processing Onboarding checks for large groups of Priory Group employees. Provide management and guidance for Onboarding administrators.

Responsibilities

As Senior Onboarding Co-ordinator you will

- Provide first line advice from internal and external queries in relation to the Onboarding process
- Acting as point of escalation for team and business
- Managing the day to day tasks within the team, ensuring deadlines and targets are met. Reporting into the Onboarding Team Leader.
- 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
- Carrying out Audit checks to ensure quality and accuracy of the team, putting measures in place for anything that has been identified.
- Liaises with other departments as needed
- Speaking with candidates, sites and third parties to chase for reference and address reference queries
- Ensure Right to Work and DBS identifications provided are correct and accurately verified in line with regulatory requirements
- Ensuring GDPR is met
- 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
- There will be the need for more adaptive thinking, particularly when dealing with more complex or unusual queries
- Support the Onboarding Team Leader with Projects
- Training of the team ensuring training plans are in place and regularly reviewed
- Creation, review and ownership of process guides and SOP’s
- Daily team huddles and regular 1:2:1’s, including probation review highlighting any concerns to Team Leader
- Regular weekly audits of work completed by admins

Knowledge / Education / Skills

- A working knowledge of all regulatory and compliance checks and requirements
- Familiar with 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
- Level headedness and resilience for assessing situations and reaching intelligent solutions
- Must be able to determine the source of any problems and find effect solutions
- Active listening; the ability to focus completely on what is being said, understand and comprehend the information. To be able to respond effectively

Experience

- Previous experience within a hr administration or customer service role
- Previous experience in a fast paced corporate HR environment preferably shared services
- Previous supervising experience desirable
- 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

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

- Planning & Organisation
- Prioritisation & Time Management
- Problem Solving
- Results Orientation
- Initiative & Pro-Activity
- Customer Focus
- Communication