

<b>Job Description</b>			
<b>Job Title</b>	Onboarding Coordinator	<b>Job Family</b>	Business Support Services – Central
<b>Reporting to</b>	Senior Onboarding Coordinator	<b>Job Code</b>	
<b>Location</b>	Leicester People Team	<b>Evaluation Date</b>	
<b>Job Purpose</b>			
<p>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 employees.</p>			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Provide first line advice from internal and external queries in relation to the Onboarding process</li> <li>• Carries out Onboarding checks to ensure recruitment is legal and “safe” and meets regulatory standards</li> <li>• Maintaining and updating HR information system with employment information, ensuring accuracy of data input</li> <li>• Liaises with other departments as needed</li> <li>• Meets demands and projected targets</li> <li>• 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.</li> <li>• Ensure all regulatory and compliance checks are correct and accurately verified in line with regulatory requirements</li> <li>• Ensuring GDPR is met and maintained</li> <li>• Ability to work well under pressure, multitask with accuracy and meet tight deadlines</li> <li>• Assist sites and third parties with enquires and sometimes demanding and difficult situations which will require demonstrable communication and interpersonal skills</li> <li>• Provide sites with a top class customer service experience</li> <li>• Active listening and using initiative to problem solve and come up with resolutions</li> <li>• Taking ownership of any issues to ensure they are resolved</li> <li>• 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</li> <li>• Support with Projects</li> </ul>			
<b>Information</b>			
<ul style="list-style-type: none"> <li>• Shared responsibility for the confidentiality, security and accuracy of records, data and information. Ensuring good quality documentation, which meets the regulatory guidelines and statutory requirements.</li> </ul>			
<b>Knowledge / Education / Skills</b>			
<ul style="list-style-type: none"> <li>• Working knowledge of all compliance and regulatory requirements</li> <li>• A working knowledge of HR Legislation and GDPR</li> <li>• Understands the importance of team work and actively focuses on being an effective team player</li> <li>• A resilient individual who is able to perform well under pressure in a fast paced environment</li> <li>• Organised with the ability to deal to multi-task and prioritise in a highly dynamic environment</li> <li>• Impeccable attention for detail, pride yourself on accuracy and be able to multitask with ease</li> <li>• Customer Services is the forefront of our business so you must be able to reflect this is in the service you provide to our colleagues</li> </ul>			

- 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

### Safeguarding

All Priory colleagues have a responsibility to safeguard the individuals we care for, these may be adults and children or individuals connected to the people Priory supports. Colleagues must ensure they are aware of the local child and adult safeguarding policies and procedures in their service, in addition who to contact within the Local Authority Safeguarding Team for further advice.

All colleagues are required to attend safeguarding training appropriate to their role and to undertake additional training in associated areas.

### Upholding Company Behaviours

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

Behaviour	Evidence
<b>Putting people first</b> - we put the needs of our service users above all else	<ul style="list-style-type: none"> <li>• Strives to ensure every colleague is able to make a positive and lasting difference to our patients, clients and residents and their families</li> <li>• Actively seeks to develop the potential of every service user and staff member</li> </ul>
<b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> <li>• Celebrates success and supports colleagues through difficult times</li> <li>• Demonstrates loyalty to colleagues, manager and team</li> </ul>
<b>Acting with integrity</b> - we are honest, transparent and decent. We treat each other with respect	<ul style="list-style-type: none"> <li>• Is honest and respectful in all interactions with colleagues and customers</li> <li>• Demonstrates emotional control</li> <li>• Ensures accurate recording of any transactions and interactions on all company documentation</li> <li>• Challenges poor performance and behaviours</li> </ul>
<b>Striving for excellence</b> - for over 140 years, we have been trusted by our service users with their care. We take this trust seriously and constantly strive to improve the services we provide	<ul style="list-style-type: none"> <li>• Always puts service quality first</li> <li>• Shares and encourages innovation</li> <li>• Keeps on top of new developments in the sector</li> </ul>
<b>Being supportive</b> - we support our colleagues, our service users and their families when they need us most	<ul style="list-style-type: none"> <li>• Promotes the company in a positive way at all times</li> <li>• Strives for positive outcomes, especially when times are challenging</li> </ul>