



Job Description

Job Title:	Human Resources Co Ordinator
Accountable To:	HR Business Partner
Location:	Moddershall Oaks Country Spa Retreat

Our Vision

At Moddershall Oaks, we are dedicated to providing guests with a special place to be and all members of our team are expected to work positively to achieve our vision:

‘Be the best at everything we do by employing great people who make Moddershall Oaks a special place to be’.

Our Values

We have agreed a set of core values which define the standards and behaviours which we expect all employees to demonstrate:

- We are Ambitious
We are focussed on personal and business success
- We are Caring
We genuinely care about our guests and our colleagues
- We are Creative
We seek better ways of doing things and are empowered to deliver consistently outstanding service
- We are Enthusiastic
We are motivated to develop our skills and do our best for guests every day
- We are Loyal
We work as one team who are loyal to each other and the business

In return, Moddershall Oaks offers appropriate support, training and development within available resources to enable employees to make their best contribution.

Job Purpose

Provide an effective Human Resources co ordination/administration service focussed on employing and retaining great employees who have the values, commitment and skills to make Moddershall Oaks a special place to be. Ensure HR records are accurate and up to date and that all required HR processes are followed.

Principal Accountabilities

1. Administer recruitment and selection of employees in partnership with line managers, ensuring that a robust process is followed linked to Moddershall Oaks' core values framework through a tailored recruitment for attitude approach.
2. Implement clear HR policies and procedures which uphold standards of conduct and performance for employees.
3. Schedule and diarise reminders for managers to ensure key HR actions such as inductions and probation reviews are carried out correctly and on time.
4. Co ordinate the induction process, ensuring that all paperwork is completed and returned on time. Liaise with the Finance Manager to ensure new employees are put onto the payroll at the right time.
5. Support effective and consistent performance management throughout the business by ensuring that probation reviews and appraisals are carried out on time. Monitor appraisal returns and extract information from completed appraisals to inform the training plan and other HR plans.
6. Compile key performance indicator information covering such issues as absence, retention and employee satisfaction.
7. Ensure that all absence is effectively recorded, monitored and controlled so as to reduce any negative impact on service delivery to guests.
8. Be aware of and advise on terms and conditions of employment, and be a proactive point of contact for queries. Seek advice from the HR Business Partner when needed.
9. Implement arrangements for apprenticeships, work experience programmes, talent management and succession planning so that employees are able to develop their careers with Moddershall Oaks.
10. Co Ordinate employee engagement activities such as employees surveys, recognition schemes and work anniversaries. Ensure feedback is obtained and acted upon regarding what employees love about working for Moddershall Oaks and any improvements they would like to see.
11. Ensure that all Moddershall Oaks' employment activities are carried out in compliance with the law and take account of best practice.
12. Organise and be involved in recruitment days, which would be a creative way of finding the right candidates
13. Implement an effective exit interview process so any employees who leave will advise Moddershall Oaks is still a great place to work

14. Maintain accurate HR records including scanning, maintaining HR files, absence, training, and ensure that changes are processed and recorded efficiently.

General requirements

- Work diligently within the best of your ability to ensure you meet the requirements of your job description
- Always seek to continuously improve
- Participate in internal/external meetings and training as required
- Positively participate in one to ones and appraisal
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Work in accordance with Moddershall Oaks' culture, values, aims and objectives
- Act as a positive ambassador for Moddershall Oaks at all times when dealing with guests or representing the business
- Positively contribute to Moddershall Oaks team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time

Person Specification

Job Title: Human Resources Co Ordinator		
Criteria	Essential or Desirable	Method of Identification
Qualifications		
Progressing a CIPD professional qualification	Desirable	Application
Proven Experience		
Experience in an HR Administration/Co-Ordinator role – whether a placement or full time role	Essential	Application
Experience of providing high standards of service	Essential	Application/interview
Experience of working closely with operational managers to ensure HR practices are embedded	Desirable	Application/interview
Experience of a varied administrative work load backed by high standards of accuracy	Essential	Application/interview
Knowledge, Skills and Abilities		
Outstanding people skills	Essential	Interview/practical assessment
Abel to work co-operatively and collaboratively with operational managers	Essential	Interview
Able to motivate and enthuse others	Essential	Interview
An eye for detail and accuracy	Essential	Interview
Time management, able to priorities and achieve deadlines	Essential	Interview/assessment
Excellent verbal and written communication skills	Essential	Interview
Problem solving skills – able to work on own initiative	Essential	Interview/practical assessment
Excellent IT skills	Essential	Interview/practical assessment

Able to maintain discretion and confidentiality	Essential	Interview
Other Attributes		
Able to work effectively within Moddershall Oaks core values framework	Essential	Interview
Car owner/driver	Essential	Application