# People Operations Coordinator (Payroll & HR Admin)

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*CAP celebrates the value of diversity and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are committed to continue building an environment that embraces diversity and includes all.*

## Context

People & Culture have a mission to see CAP as a highly desirable workplace of the Christian world; attracting and retaining the very best people. We are the champions of our culture, magnets of talent, skills and ability transformers, ensuring all CAP’s people have an enriched, and healthy work experience; all this to see CAP fulfil its vision.

## Purpose

The role of the People Operations Coordinator is to get involved in all aspects of HR at CAP head office alongside producing payroll for staff each month, managing relationships with internal and external stakeholders, and any other HR task that may need doing.

## Passion

We are extremely passionate about making and keeping CAP a great organisation, treating people fairly, and developing them so that both they and CAP achieve their full potential. We are also passionate to see CAP’s life transforming services available to all communities across the UK, giving our clients the opportunity to hear and respond to the love of Jesus.

## Personality

We are professional and competent whilst being compassionate and ‘make it happen’ kind of people.

# Role:

## Accountabilities:

**Payroll:**

* To produce payroll for all staff each month, making changes to contracts as needed, adding new starters and processing leavers including accurate and timely payroll letters.
* Liaise with our payroll partner, Symatrix, along with the Finance department and Sales Force Team to produce and verify each monthly payroll.
* Liaise with Business partners to ensure post costs are attributed to the correct budget.
* Produce and deliver payroll training content as part of People Managers training.

**HR General Administration:**

* Review and develop current administrative systems.
* Coordinating and responding to all Smile Fund applications.
* Administer the People Operations CAP Card for confidential expenditure.
* Process and create new starter / intern / leaver documentation and correspondence including producing contracts, probation logs and preparation of staff files.
* Manage partnership with Westfield Health, Kiddivouchers, and maintain working relationship with Craven Slater for CAP Pensions.
* Organise Pension Workshops and related HR training for Staff.
* Administer the People Enquiries inbox, dealing with all enquiries or allocating them as needed.
* Administer HR Requests that are submitted on XCD.
* Assist the whole People Operations team as needed in all ongoing projects.
* Lead on all design work in People Operations including Google Sites, enhanced job profiles and the use of the InDesign programme as needed.
* Look after various administrative tasks including driving policies.
* Maintain organisational charts.
* To ensure all People Operations files (electronic and paper) are kept up to date in line with CAP’s data protection policy and GDPR guidelines

## Culture:

* Clearly live out and embrace the cultural values of CAP.
* Clearly demonstrate a heart and passion for the charity.
* Sincere acceptance, understanding and practice of the Christian ethos and purpose of the Charity.

## Other Responsibilities Include:

* Being willing to pray with staff and be fully engaged with our Christ centred culture.
* To encourage friends, family and other contacts to support the charity through the Life Changer program, and other fundraising initiatives.
* Attendance at annual CAP staff conferences.
* Complete all compulsory CAP training within given timescales.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect changing circumstances.

## Measurable Outputs:

* Payroll preparation completed with 95% accuracy to the dates set by Finance team
* Post payroll administration & correspondence completed by the end of month
* Projects/tasks set by the Head of People Operations completed on time and to the expected standard.
* Respond to HR Requests and Team emails in a timely manner.

# Person:

## Education:

* GCSE Maths and English grades A-C or equivalent experience in a similar role.

## Experience:

**Essential**

* Administrative experience.
* Experience of having to work using your own initiative.
* Experience of working as part of a team.

**Desirable**

* Experience in a HR / payroll role
* Experience of delivering good customer service

## Skills/Abilities:

* Excellent administration skills
* Ability to work well under pressure
* Ability to learn new skills and adapt quickly.
* Excellent communication at all levels
* Ability to work using own initiative
* Ability to work individually and be self motivated to produce results
* Excellent organisational skills
* Ability to prioritise time, tasks and attention effectively in a pressured environment
* Personable and friendly
* Ability to work accurately and pay attention to detail.
* High emotional intelligence and ability to understand the human factors involved in the role.

## Christian Commitment:

* The candidate must be able to give both verbal assent to and practical demonstration of Christians Against Poverty’s Statement of Faith and Core Values
* Must be able to actively participate in prayer and worship, whether individual, small group or corporately, as an expression of one's own personal faith and in line with CAP’s Statement of Faith.

All adults working in, or on behalf of CAP have a responsibility to safeguard and promote the welfare of children and adults. This includes: A responsibility to ensure a safe environment in which CAP Services can be delivered. Identify children and adults where there may be safeguarding concerns and to follow the CAP Safeguarding Policy in addressing any concerns appropriately.

**May 2022**