

# Job Description

<b>Title</b>	<b>Personnel Coordinator</b>
<b>Grade</b>	<b>4 Coordinator</b>
<b>Department</b>	<b>Operations</b>
<b>Section</b>	<b>Governance &amp; Allied Services</b>
<b>Reports to</b>	<b>Head of Governance &amp; Allied Services</b>
<b>Date</b>	<b>May 2026</b>

## Job Purpose

The Personnel Coordinator is responsible for delivering the full personnel advice and administrative function within a democratic and trade union organised workforce. They help to ensure that people processes are delivered accurately and fairly, and in line with employment legislation and policies negotiated with the internal staff union. The role covers recruitment, onboarding, maintaining employee records, organising training and learning activity, workforce reporting, benchmarking employment terms and pay, supporting equality monitoring and demographic reporting, coordinating appraisal and moderation processes, and contributing to organisational culture and policy reviews. The postholder acts as a key point of contact for managers and employees across the organisation and supports the development of effective, inclusive and well-governed people practices.

## Main Duties

1. Deliver the day-to-day personnel function, providing timely, professional and confidential first-line advice to managers and employees on routine people matters in line with the Staff Handbook and employment legislation.
2. Coordinate recruitment activity from advertising through to interview arrangements, candidate correspondence and record-keeping, and review recruitment and equality monitoring data to support continuous improvement.
3. Maintain accurate employee records, personnel systems and files, ensuring compliance with data protection requirements and internal governance standards.
4. Administer employee lifecycle changes, including starters, leavers, contractual changes, absence records and pension and payroll-related information.
5. Maintain benchmarking information on roles, grading, pay and employment terms across comparable unions and related organisations, including developing relevant networks and contacts to support this work.
6. Identify and engage with relevant personnel, staffing and learning networks to support benchmarking, professional development and good practice.
7. Lead on organising training and learning activity, including logistics, provider liaison, record-keeping and supporting identifying development needs.
8. Support the development and coordination of coaching, mentoring and line manager development arrangements.
9. Support employee relations processes by preparing documentation, scheduling meetings, maintaining records and assisting with correspondence, escalating issues as appropriate.
10. Contribute to reviews of workplace culture, staff processes and organisational practice, including dignity at work, safeguarding and other staff protection procedures, to identify improvements to policy and practice.

11. Lead or support workforce demographics, equality monitoring and pay gap reporting, with a focus on improving anonymisation, reducing duplication and strengthening data quality.
12. Maintain appraisal records and support moderation arrangements to promote consistency, fairness and effective implementation.
13. Produce personnel reports, workforce data and other management information to support planning, compliance and decision-making.
14. Support the consistent application, development and review of personnel policies, procedures and practical workplace arrangements to improve staff experience and organisational practice.
15. Take notes or minutes at relevant meetings, follow up actions, promote equality, diversity and anti-discriminatory practice, maintain confidentiality, and contribute to continuous improvement of personnel processes and systems.

#### **GENERAL DUTIES**

1. To be fully conversant with the union's IT systems relevant to the post. To create own correspondence, access databases and use the union's email. To be responsible for creating and maintaining an effective filing system. To be able to track all written correspondence and respond to all complaints/enquiries.
2. There may be occasional evening and weekend work.
3. To undertake any other duties commensurate with the grade.
4. To maintain the confidentiality of information and abide by the provisions of the Data Protection Act 2018 and GDPR.
5. To undertake all duties within Health & Safety regulations/policy.
6. To undertake all duties with due regard to the Equal Opportunities policies of the union.

## **Person Specification**

### **Essential**

1. CIPD Level 3 or higher qualification or equivalent
2. At least 3 years previous experience in a personnel, HR or administrator role with responsibility for advising on a broad range of employee matters.
3. Experience of working in a unionised environment or democratic, member-led organisation.
4. Strong organisational skills with the ability to manage multiple tasks, prioritise effectively and meet deadlines.
5. Excellent written and verbal communication skills, with the ability to communicate clearly and sensitively with a wide range of people.
6. High level of accuracy and attention to detail.
7. Ability to handle confidential and sensitive information appropriately.
8. Good working knowledge of Microsoft 365 and HR systems or databases.
9. Understanding of core HR processes across recruitment, onboarding, employee administration and employee relations support.
10. Ability to work collaboratively with managers, employees, representatives and other stakeholders.
11. Commitment to the Trade Union movement and the aims and objectives of Equity.

### **Desirable**

1. Experience of coordinating training, learning and development activity with internal stakeholders and external providers.
2. Experience of analysing workforce data, equality monitoring information or recruitment outcomes.
3. Experience of maintaining benchmarking information on pay, grading or employment terms across comparable organisations.
4. Experience of supporting appraisal, moderation, coaching or mentoring processes.
5. Experience of contributing to policy, culture or organisational process reviews.
6. Knowledge of workforce demographics reporting, pay gap analysis or other equality-related reporting requirements.