



HR coordinator

reporting to – HR manager (HR support)

working hours – full time is 35 hours a week. Part time is at least 21 hours across three days a week. Our service is open from 8am to 8pm on weekdays, and 9am to 1pm on Saturdays. You'll agree your working pattern with your manager.

the purpose of your role

Providing excellent customer service to our people by answering their queries and supporting our HR department.

As one of our HR coordinators, you'll provide a high quality, customer focused, HR support service in line with agreed processes and service level agreements (SLAs). You'll deal with enquiries that come through to the HR team via email, phone or through our HR systems including Dovetail, our HR case management tool. You'll deal with each query in a highly professional way, taking personal responsibility to take the query as far as you can and knowing when it's appropriate to escalate the issue through the right channels. You'll share your knowledge and you'll look for efficiencies in our processes and ways of working to deliver the best service possible to our customers. And you'll be a member of HR – the professional people advisers for the ombudsman.

how we'll measure your success

- feedback from customers, colleagues and your manager – there'll also be quality checks on your work
- your ability to work in a team and help in achieving team objectives
- your ability to deliver the HR support vision
- delivery of your own objectives (which you'll agree with your manager) – and your contribution to our commitments
- resolving and closing queries in line with SLAs in Dovetail
- developing and growing within your role which will be measured through your personal growth plan (PGP)



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you're accountable for...

our customers - our people - our reach - our service

- undertaking administrative duties in one or more HR activity area
- focusing on solutions and helping us to identify and analyse key issues – you'll pinpoint root causes and find ways to promote continuous improvement
- making sure that employee data in our HR systems, including My File, is accurate and up to date
- answering queries from our people in a professional manner, taking each enquiry as far as possible and knowing when and to whom to escalate to
- taking full responsibility for each piece of work you handle until it is resolved to the customer's satisfaction
- giving and receiving feedback to improve the customer experience
- prioritising your workload in line with day to day requirements and the organisation's needs
- building strong relationships with colleagues within HR and other stakeholders including finance and payroll
- being the project support on topics that impact HR support and self service delivery
- being the subject matter expert in at least one HR support process or topic
- providing an excellent service to our customers

your experience includes...

- being able to demonstrate great customer service
- being able to work effectively within a team environment
- working in an administrative role using good attention to detail and the Microsoft Office suite
- identifying process improvements
- being able to understand and follow HR processes and procedures
- being able to effectively use HR systems, including case management systems
- working with SLAs and key performance indicators



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we are the ombudsman ...

We use our professionalism, knowledge and experience to guide all our actions and decisions. This means we're proud to:

make fair decisions that *feel*/fair

- we listen to understand so we can get to the heart of a problem and show we care
- we take personal responsibility to get things done with practicality and efficiency
- we understand that all our actions and decisions need to make sense and be trusted

put people first

- we use our tone – which helps us look, feel and sound human, thoughtful and balanced – carefully and consistently in everything we do
- we recognise everyone's different and tailor how we work to take individual needs into account
- we want to know and care about the world around us, because it's vital we stay relevant and accessible

make things better

- we're proud and enthusiastic about making a positive difference through our work
- we have the knowledge and confidence to challenge things that don't feel fair
- we're flexible and resilient – adapting quickly to change and keeping up the momentum

provide value

- we understand the value of our knowledge and share it to help others as well as learn from our own experiences
- we value teamwork and the contributions others make, and together we improve things that aren't working as well as they could
- we have a budget and commitments to meet – so we care about the resources we use and the money we spend