





Brandon
Live free
the learning disability charity

People Operations Co-ordinator

- 37.5 hours a week Monday - Friday
- Reports to Head of People & Workforce Governance
- Basic DBS
- Level 3 CIPD or equivalent
- Draycott House/Hybrid

Purpose:

The People Operations Co-ordinator delivers end-to-end people lifecycle services within the People Operations Service, ensuring accurate workforce data, compliant employment checks and a consistently high-quality experience for candidates, employees and managers.

The role has direct accountability for onboarding, employment changes and leavers, including the completion of all pre-employment and statutory checks in line with regulatory and organisational requirements.

Objectives:

People Lifecycle & Onboarding

- Deliver end-to-end onboarding, including contracts, offer documentation and completion of all pre-employment checks (Right to Work, DBS, references, health declarations), ensuring employees are fully cleared before commencement.
- Manage starters, changes and leavers processes accurately across all people systems, ensuring timely updates, documentation and communications.
- Act as the first point of contact for routine people queries, resolving matters efficiently and escalating complex issues appropriately.

Compliance & Assurance

- Maintain robust compliance with Right to Work, DBS, and Fit and Proper Persons requirements, ensuring records are accurate, auditable and aligned to CQC standards.

- Undertake regular checks and audits of personnel files and system records to ensure completeness, accuracy and regulatory compliance.
- Support organisational readiness for internal and external inspections (e.g. CQC), providing evidence and data as required.

Systems & Data Management

- Maintain accurate workforce data across people systems (e.g. HRIS, ATS), identifying and correcting discrepancies.
- Produce routine people data and compliance reports to support governance, assurance and decision-making.
- Follow defined workflows and processes, contributing feedback to improve efficiency and service quality.

Recruitment delivery

- Deliver recruitment administration through to appointment, including advert set-up, interview coordination and offer management, ensuring safer recruitment practices are consistently applied.

Service & Continuous Improvement

- Contribute to continuous improvement of People Operations processes, documentation and knowledge resources.
- Ensure a customer-focused, confidential and professional service is delivered at all times.

Learning and Development

- Coordinate training activities, including scheduling sessions, tracking attendance, and maintaining accurate records to support learning and development initiatives.

Key Relationships

- Wider People Team
- Internal Employees and Managers
- New starters and candidates
- External providers (e.g., Zinc)

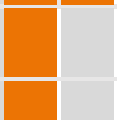
Skills and behaviours needed for this role

CORE SKILLS

Skill	Level required for role	What this means
Data Literacy	■ ■	People at this level apply data analysis, GDPR compliance, and reporting skills to generate insights that inform business operations and workforce planning.
Digital Skills	■ ■	People at this level apply digital skills and security awareness to enhance efficiency, data protection, and workplace collaboration.

Governance and Compliance		People at this level apply governance and compliance principles to maintain operational integrity, risk management, and regulatory adherence.
Commercial Awareness		People at this level have a basic understanding of financial concepts, budgets, and cost management, ensuring responsible use of resources.
Health and Safety		People at this level have a basic awareness of health and safety policies, ensuring they follow procedures to maintain a safe working environment.
Inclusion		People at this level use inclusive behaviours in everyday work and make sure others feel welcome and involved.

SPECIALIST SKILLS

Skill	Level required for role	What this means
Reward		People at this level apply and administer reward and recognition approaches, ensuring compliance with organisational policies and regulations.
Resourcing		People at this level have a basic understanding of recruitment processes and how workforce planning influences resourcing.
People Analytics		People at this level have a basic understanding of data collection, organisation, and interpretation, ensuring accuracy and compliance.
Equity, Diversity and Inclusion		People at this level apply EDI principles in their work and interactions, ensuring fair and inclusive practices.
Wellbeing		People at this level actively apply wellbeing principles in their work and interactions, ensuring a healthier workplace.
Employee Experience		People at this level recognise the importance of employee experience but need guidance in applying best practices effectively.
Employee Relations		People at this level recognise the importance of employee experience but need guidance in applying best practices effectively.

BEHAVIOURS - VALUES

Behaviour	Level required for role	What this means
Equip		People at this level actively apply preparation and consistency, ensuring access to accurate information and efficient workflows.
Involve		People at this level actively engage others in discussions, collaboration, and decision-making.
Support		People at this level actively provide support, encouragement, and advocacy for others.
Recognise		People at this level actively practice clear communication, listening, and responsiveness in their interactions.

Challenge	■ ■	People at this level take responsibility, try new ideas, and adapt well to change to help work move forward.

COMPETENCIES

Behaviour	Level required for role	What this means
Active Listening	■ ■	Listens actively in routine interactions and responds in ways that encourage collaboration and trust.
Attention To Detail	■ ■	Consistently produces accurate work and ensures all key details are considered.
Conflict Resolution	■	Recognises conflict but requires support in managing disputes effectively.
Customer Centric	■ ■ ■	Enhances customer experience by proactively improving processes and resolving complex concerns.
Empathy	■ ■	Shows empathy consistently in daily interactions and adjusts behaviour to support others.
Initiative	■ ■	Proactively identifies tasks and opportunities for improvement without being asked.
Integrity	■	Understands the importance of honesty and ethical behaviour and applies these in day-to-day tasks.
Problem Solving	■ ■	Identifies and resolves problems efficiently using structured thinking.
Verbal Communication	■ ■	Communicates clearly and confidently in everyday conversations, adapting to different people and situations.
Collaboration	■ ■	Manages their own workload reliably, meets expectations, and follows through on commitments.