



## Role Profile

<b>Job Title:</b> HR Coordinator	
<b>Managed by:</b> Head of HR	
<b>Department:</b> HR	<b>Office Location:</b> Waddesdon Manor, Waddesdon, HP18 OJH

Waddesdon Manor is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by the Rothschild Foundation, it remains the epitome of 'Rothschild style'.

Visitors today can still see Ferdinand's unrivalled collections of decorative arts and paintings, alongside contemporary art, and wander in the immaculate gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 400 staff and nearly 400 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including the busy Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

### Overall Purpose

The HR Department at Waddesdon is responsible for 180 permanent National Trust staff seconded to the Rothschild Foundation (RF), 26 staff employed by the RF and Illuminated River Foundation (IRF), and 230 hourly paid staff employed by RF and Rothschild Waddesdon Ltd (RWL - the trading company: catering, retail, private events and the Five Arrows). The HR Department is also supported by the RWL Staffing Manager (RSM) and the part time HR & Volunteering Administrator (HVA).

The HR Coordinator (HRC) will provide efficient and flexible business support to the Head of HR (HHR), coordinate and deliver the administrative requirements of the HR Department, working with the RSM and HVA as required. The HRC will provide full professional support for the employee journey at Waddesdon, from recruitment to exit interviews, and will play a key role in delivering the department workflows through a range of mediums including databases.

As the first point of contact for the HR office, both in person and via email/telephone, the HRC will have excellent skills in communication, task management and record keeping. The HRC actively contributes to the Values of Waddesdon – working collaboratively, inspiring people, thinking long term and championing place, and will ensure the highest business support standards are maintained through excellence in administration and business support.



### Main Responsibilities

- Being accountable for professional and friendly communication as the first point of contact in the Waddesdon Manor office and via telephone and email, overseeing four mailboxes (HR, Application, RSVP, PDR).
  - The HR mailbox receives all incoming general enquiries and questions
  - The Application mailbox receives all job applications
  - The RSVP mailbox receives staff and volunteer responses to training and events
  - The PDR (Personal Development Review) mailbox receives all annual and interim review forms for permanent staff.
- Producing all documentation required to support employee administration e.g. offer letters, contracts, salary review letters, in a timely manner.
- Maintaining accurate digital and paper records for employees, with the ability to produce accurate figures from data captured e.g. reporting on sickness from recording spreadsheets.
- Ownership of ensuring the delivery of annual/regular staff events and training with the support of the HVA.
- Submitting payroll returns on a monthly basis.

### Supporting financial performance

- To make monthly updates to payroll on MyPlace (National Trust HR database) and submit additional changes (that cannot be made on the system by HR) via email to the National Trust. These will be reviewed by the HHR.
- To track required changes to RF payroll and submit to the Business Support Manager – JRSL. These will be reviewed by the HHR.
- Sole responsibility for tracking required changes to the hourly paid payroll for RF and submitting to the Accounts department, working closely with the RSM who submits hourly payroll for RWL.
- To lead on ensuring an annual audit of hourly payroll records with the Accounts team, coordinating with the RSM.
- To provide support to our annual external audit in April by producing documentation required.
- Record all spending on events, training, briefings and leaving events and track against budget.
- Support the annual budgeting process in August by providing breakdown of previous spend as required.
- Provide salary review letters annually to all staff.
- To provide an annual report on hourly paid staffing rates for RF.
- To track all staff absence and highlight areas of concern to the HHR.
- To distribute payslips for permanent staff.



### Systems & Records

- To ensure that staff records are kept up to date, both paper and electronic.
- To order and distribute staff name badges
- To ensure that employee emergency contact details held with Security for permanent and seasonal staff are kept up to date.
- To ensure that signed documentation e.g. contracts, variation letters and job descriptions are received back, and right to work documentation is retained and up to date.
- To maintain the integrity of the HR filing system, overseeing migration of data to SharePoint.
- To assist with the migration of employee data onto the new HR database.
- To support staff with basic training on accessing HR systems e.g to request holiday or use e-learning systems as required.
- To track staff housed in Waddesdon accommodation.
- To take minutes as required at formal hearings and investigations.

### Communication & Relationships

- Responsibility for coordinating responses and actions from emails to the HR inbox, Applications inbox and phone line. Working with the HVA to ensure responses to RSVP and PDR are being actioned appropriately.
- To produce an updated Staff Organisational Chart every month and update the Waddesdon intranet.
- To ensure the noticeboards and intranet are kept up to date on a monthly basis on any changes to the Staff Organisational Chart and other relevant communications.
- To keep the HHR aware of any staffing issues, areas of concern or complex questions.
- To ensure that you are clear on organisational policies and procedures so you are confident in communicating this to staff and line managers.
- To work closely with the RSM and provide support/cover as required and agreed in advance.
- To build supportive working relationships with line managers and staff.

### Recruitment Administration

- To ensure role profiles are correctly and consistently formatted, and include the correct company/entity information and relevant T&Cs
- To review the website weekly and ensure all vacancy listings are up to date, working with Marketing to amend as required.
- To forward applications, received in the application inbox, to the hiring manager.
- To upload vacancies to specialist advertisers e.g. The Caterer, as required.
- Work with the hiring manager to arrange interview schedules, contacting candidates, booking meeting rooms and meeting/greeting on the day as required.



- Coordinate with the line manager to ensure feedback is given to candidates in a timely fashion.
- Collate and store interview notes for all candidates, and then destroy after 1 year in line with the retention schedule guidance.
- To update the HHR weekly on recruitment progress

### Employee Administration

- To prepare and issue all new starter paperwork – offer letter, contracts, payroll data capture, emergency contact details etc.
- To meet with new starters before the end of their probation (or arrange for HHR to) and review their onboarding experience at Waddesdon, collate feedback for regular review with HHR.
- To issue Tenancy at Will documentation for staff moving into Waddesdon housing and liaise with the relevant line manager re: check in/out.
- Support the Annual and Interim PDR processes, supporting line managers as required in completing paperwork in a timely manner. Provide a weekly report to the HHR on outstanding documentation.
- To make the HHR aware of any disciplinary or capability concerns with staff.

### Training & Events

- Coordinate annual review of training and briefing event programme with the HHR and the management team. This will include
  - Powerhouse monthly briefings
  - New Season (March) and Christmas inductions
  - 3-4 Annual Charity Events
  - Christmas Lunches for Volunteers and the Staff Christmas Party
  - Long Service Awards (July)
  - Pensions Roadshow (March)
  - Staff Training – 4 cohorts per year
  - Waddesdon Welcome Induction – monthly
  - Working Together Training - 10 sessions per year

This should be viewed in conjunction with the events plan for the year and the HRC will make recommendations on timing at this discussion.

- Maintain and proactively review running orders for all training and events with the HHR and General Manager, at least two months in advance of the event.



- Ensure any debrief notes post events are captured from stakeholders and the running order notes are updated.
- To work with the HVA to issue invitations to training and briefing events, ensuring that RSVP responses are professionally coordinated and that attendance on the day is monitored.
- Monitor staff attendance at all training and events.
- To manage onboarding of work experience students at Waddesdon. This includes;
  - Monitoring applications and passing on to relevant managers
  - Updating (as required) and issuing the information packs to all incoming work experience students
  - Chasing completion of any consent forms
  - Arrange any additional induction programme that may be necessary, or that may help the student get the most from their experience.
- Track number of work experience students in terms of volunteer hours on an annual basis to provide to the HHR and the Volunteer Manager.

#### Departing Employee Administration

- Calculate any outstanding annual leave accrual or deductions due, and update payroll
- Calculate leaving gifts entitlement and communicate this to the Line Manager and relevant Senior Manager.
- Purchase leaving gifts as required and track spend against budget.
- Arrange leaving events (breakfasts, dinners, drinks) as required, and track spend against budget.
- Request exit interviews with employees (or arrange for HHR to conduct as appropriate) and record the data captured for regular discussion with HHR.
- Remove emergency contact details from Security.
- Update Business Support Manager – Operations, IT Support and Health & Safety.
- Archive files for leavers and arrange for these to be removed securely by the Records Department

#### Skills & Experience

- 3+years' administration coordination/management experience, applicants from an EA/PA background used to working for multiple stakeholders also welcome.
- Experience of working within a HR department an advantage.
- Proactive, highly motivated, and organised individual who is able to work effectively with minimal supervision.
- Strong attention to detail and accuracy.
- High level of integrity, supporting the management team with extremely confidential and sensitive data.



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- Professional and warm communication style, able to manage expectations and deal with enquiries with clarity, humour and patience.
- Proficient in MS Office, use of SharePoint previously an advantage.

### Terms & Conditions

<b>Contract Type:</b>	Permanent, full time (37.5 hours per week) Monday to Friday. 09.00-17.30.
<b>Annual Salary:</b>	£25,000 per annum
<b>Annual Leave:</b>	From start date, 33 days (including public holidays) After three full years of service: 35 days (including public holidays) After five full years of service: 38 days (including public holidays) After ten full years of service: 40 days (including public holidays)
<b>Benefits:</b>	Free National Trust Membership and Partner card 20% staff discounts in our on-site Restaurant and Shops. Matched company pension scheme up to 10% of salary. Free parking.

### Application

Please send a cv and covering letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk) by no later than 11pm on **Sunday 26 January 2020**. Interviews will be held on **Thursday 6 February** at Waddesdon.