

Role:	HR Operations Coordinator/Help Desk Manager
Reporting to:	Head of HR Operations
Responsible for:	Kickstart HR Assistants
Grade:	H Scale (dependent on experience)
Working Pattern:	Full Time - 52 weeks a year

Leigh Academies Trust is an organisation that believes our people are our most important asset. It is through their performance that we achieve the success that shapes the lives of our students and transforms the communities that we serve. Everyone that works for us plays a vital part in achieving this no matter what role they do, and this role is no exception. This profile outlines what we expect of you.

Purpose of this role:

As HR Operations Coordinator/Helpdesk Manager you will have direct line management of the kickstart HR Assistants and assisting with queries from all members of the Operations team whilst managing the HR helpdesk. Alongside this you will support the HR Head of Operations and work on HR projects, as well as providing generalist support for the central Trust staff.

- To support the delivery of a comprehensive HR operational service across the Trust providing professional and confidential administrative support throughout the employee life cycle.
- Manage the HR helpdesk and act as a point of escalation for helpdesk queries, Monitoring the workflow of the HR administrators and re-assign work as necessary
- Develop the HR administrator's knowledge base to cover all onboarding, contractual and leaver processes.
- Work with the Systems Analyst in the production of data, statistics and other HR related information to support the work of the HR Operations team.
- Provide coaching for the Kickstart and HR Administrators to ensure smooth management of all enquiries to the HR Helpdesk and all related transactional activity
- Identifying best practices and managing change successfully where applicable
- Work with Payroll, Finance and the wider HR team to ensure the smooth running of HR and payroll operations.
- Produce key HR metrics in line with our termly reporting requirements.
- Assist with employee engagement activities and implementing change where required
- Assist the Head of HR Operations with the delivery of a range of HR related projects
- Manage the HR Helpdesk to ensure all matters are dealt with in a timely and efficient manner.
- Undertake service delivery audits within the helpdesk to ensure high levels of performance are maintained at all times.
- Provide cover to the HR Ops team where necessary to cover absences or peaks in workload
- Work with the HR Systems Analyst to ensure the integrity of HR data.
- Undertake regular reviews of HR process maps / administrative processes to identify improvements where possible
- Provide guidance to the HR Administrators to allow them to deliver advice on a range of HR processes and practices

- Attend all relevant HR meetings as requested.
- Undertake work as directed by the Head of HR Operations.
- You will be prepared to go above and beyond the call of duty from time to time and undertake any other reasonable duties in line with your position and experience in order to help the organisation achieve its goals.

What you need to perform this role successfully

You will need to be a well organised and innovative HR professional with an eye for detail and the ability to work with people at all levels . A strong focus on customer service is essential also. It is desirable that you will have demonstrable experience of designing new HR processes and continuous improvement of existing processes

It would be desirable that you have experience within the education sector and have undertaken some CIPD studies. As a Trust we feel it is important to hire with the right attitude which is why we will be looking for someone that is enthusiastic, focused, reliable and resilient to the day to day pressures that a busy HR function brings.

Employee's signature:

Print name:

Date:

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