**About the role**

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| **Role**  HR Operations Co-ordinator FTC/Secondment 6 Months | **Location and hours**  Bristol or Edinburgh, with occasional travel to our other locations, 35 hours, minimum of 3 days in office |
| **Band**  Operational | **Salary**  c. £31,000 |
| **Purpose of the role**  This is a fantastic opportunity to join our HR Operations team at a pivotal time of transformation. As we upgrade our HRIS and Payroll systems to drive efficiency and deliver more employee-centric services, the HR Operations Co-ordinator will provide Tier 2 support across the employee lifecycle. This role focuses on resolving more complex queries and ensuring the smooth delivery of core HR services, contributing to a high-performing and future-ready HR function.  **Key Accountabilities**   * Manage and process contractual changes across the employee lifecycle, including amendments, variations, and complex employment arrangements, ensuring accuracy and compliance with policy and legislation * Coordinate onboarding processes, including issuing contracts, conducting right to work checks, and preparing documentation to ensure a smooth and compliant start for new hires * Assist with the administration of Skilled Worker visa processes, including maintaining accurate records, updating the Sponsorship Management System (SMS), and supporting right-to-work checks. Ensure ongoing compliance by monitoring visa expiry dates and maintaining documentation for all employees with visa or other work restrictions. * Deliver new hire inductions and support a positive onboarding experience. * Manage offboarding and exit processes, ensuring all documentation, systems, payroll, and communications are completed accurately and on time * Provide accurate and timely input to support monthly payroll processes, including changes to pay, allowances, and deductions. * Support the Payroll and Benefits Lead with the administration of flexible benefits and annual enrolment activities. * Responding to Tier 2 HR enquiries relating to policy, process, benefits, and administration. Providing tailored guidance, identifying appropriate solutions, and ensuring resolution through collaboration or escalation. * Maintain and update employee records in the HRIS, ensuring data accuracy, integrity, and compliance with data protection requirements. * Facilitate purchase orders and invoice processing for the HR Operations function, liaising with Finance to ensure timely and accurate transactions. Maintain tracking systems to support budget monitoring and financial reporting. * Contribute to the continuous improvement of HR processes, documentation, and service delivery standards. * Support the implementation and embedding of new HR systems and tools, including testing, training, and user support. * Provide support to HR Operations Administrators during periods of high volume or absence, ensuring continuity in service delivery and timely completion of employee lifecycle activities. * Collaborate with other HR teams (e.g., Talent, Business Partners, People Experience) to ensure seamless and joined-up service delivery across the employee lifecycle | |
| **About you**  You are an experienced and solutions-focused HR colleague with a strong foundation in operational HR and a passion for continuous improvement. You’re confident navigating the complexities of HR life cycle activity, from onboarding and contractual changes to more nuanced casework.  You hold, or are working towards, a CIPD Level 3 qualification, or have gained equivalent experience through hands-on involvement in HR operations. You’re known for your analytical thinking, attention to detail, and ability to manage competing priorities in a dynamic environment.  You thrive on collaboration and take pride in delivering high-quality service that enhances the employee experience. Comfortable working with digital systems and data, you ensure accuracy and consistency across HR processes | |
| **Minimum criteria**   * Background in HR operations, shared services, or administrative HR roles * Experience managing HR life cycle activities including onboarding, contractual changes, and offboarding, from simple to complex cases * Familiarity with HRIS systems and data management practices. * Strong administrative and organisational skills. * Strong attention to detail and commitment to data accuracy. * Ability to handle confidential information with discretion. * Excellent communication skills, both written and verbal. * Ability to manage multiple tasks and prioritise effectively in a fast-paced environment. * Proficiency in Microsoft Office, particularly:   **Excel**: data entry, formulas (IF, VLOOKUP), pivot tables, chart creation, conditional formatting  **Outlook**: managing calendars, emails, and meeting coordination  **Word**: including document formatting, mail merge etc.   * Proficiency in administrative applications and platforms such as DocuSign. * Working knowledge of employment legislation and right to work requirements in the UK * Ability to meet deadlines and work independently or as part of a team. * CIPD Level 3 qualified, working towards, or practical experience. | |
| **We’ll check these**  Due to your access to employee and business data, we’ll complete a DBS and finance check before you join us.  **We’re Motability Operations** | |
| **About us UPDATE**  We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |