

JOB DESCRIPTION

PEOPLE & CULTURE

Job title: People Coordinator

Grade: This post has been evaluated at Grade 3

Responsible to: People Specialist

Date: February 2026

Job purpose:

This role provides a crucial part of the operational function of People & Culture, delivering high-quality support for employment related queries and end to end administrative processes in line with our mission, vision and values for Falmouth University and our partner organisation Falmouth Exeter Plus.

The postholder will have a key role to play in creating a positive experience for candidates, managers, employees and workers by providing a customer focussed administrative service where all advice, guidance and processes are conducted in a timely, accurate and efficient manner.

For day to day operational activities, the postholder will be aligned to support one of the pillar teams within People & Culture.

Main duties and responsibilities

1. To be the first point of contact for queries from managers, staff, workers and candidates, responding in a positive, timely and effective manner. To signpost and refer more complex queries to others in the team as appropriate.
2. Provide advice and guidance to staff and managers on best practices within their people specialism, championing the use of tools and resources.
3. Coordinate and provide support with people administrative activities.
4. Maintain up to date knowledge of relevant employment and/or payroll legislation and policies, ensuring it is consistently applied across all areas of responsibility.
5. Contribute to the delivery of an effective and efficient people focused service through continual improvement, and the development of tools and resources.
6. To comply with GDPR requirements in all working practices, ensuring that all electronic and manual records are kept up to date and secure.
7. To work in accordance with Service Level Agreements and departmental performance management systems e.g. KPIs, targets and deadlines.
8. To attend and produce minutes/notes for meetings as required.

9. To provide cover for other members of the People & Culture team as appropriate and to ensure effective arrangements are in place to cover the duties of the post throughout normal working hours.

General duties and responsibilities

1. To perform to high professional standards.
2. To manage independently any errors or concerns at the earliest opportunity, or notify a senior member of staff as appropriate.
3. To use initiative in order to determine priorities, work with autonomy, and work effectively with senior colleagues.
4. To be responsible for your own continuing self-development.
5. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the University's business without altering the nature or level of responsibility involved.
6. To work in accordance with the University's policies relating to equality and dignity and freedom of speech and academic freedom.
7. To participate in the University's Annual Performance Development Review Process.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Health & safety requirements

- In relation to health and safety, you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:
- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for health and safety requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

PERSON SPECIFICATION

Job title: People Coordinator

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Educated to GCSE level in Maths and English or equivalent level of practical experience.	CIPD, CIPP or relevant NVQ 3 level qualification.
Experience and knowledge	Good IT skills including Microsoft Office applications such as Excel, Outlook, Word and Sharepoint. Able to produce and maintain complex documents. Knowledge and understanding of relevant employment and/or payroll legislation and policies. Experience of a wide range of administrative activities in a professional or specialist service in a large organisation. Experience of working in a customer-focused environment including the provision of advice and guidance.	Knowledge of of data protection (GDPR). Experience in Higher Education or other public sector environment. Experience of MHR iTrent HR & Payroll System. Experience of providing administrative support as part of a team. Experience of working administratively in a People or Pay related area.
Skills and personal requirements	Ability to maintain confidentiality and to deal with sensitive issues with tact and diplomacy. Excellent organisational skills and ability to be adaptable and to work flexibly. Can demonstrate strong accuracy skills and attention to detail. Good standard of numeracy and literacy skills. Good communication and interpersonal skills with the ability to respond to requests and queries with a strong customer focus.	

	Ability to work effectively on own initiative and as part of a team. Ability to work under pressure and deal with difficult and stressful situations. Excellent time management and prioritisation skills.	
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