

PEOPLE EXPERIENCE CO-ORDINATOR

Duration:	Fixed Term for 6 months
Salary:	Circa £34,000 per annum
Job Level:	5
Hours:	35 hours per week. Other flexible arrangements will be considered
Disclosure Level:	Basic: This role involves no direct or indirect work with children
Team:	People Experience Team, People Team
Reports to:	Head of People Experience
Location:	Working from home and at least two days per week at 1 Westfield Avenue, London E20 1HZ

At the UK Committee for UNICEF (UNICEF UK), we pull together to achieve the best possible results for children in danger around the world. We believe in an inclusive workplace and in the power of fulfilled colleagues who share the same values and goals, enjoy their work and are motivated to do their utmost for children.

Our work is guided by the UN Convention of the Rights of the Child (UNCRC) and the Sustainable Development Goals (SDGs), which recognise the universality of children's rights.

ABOUT THE TEAM

The People Function is becoming a stronger strategic partner within UNICEF UK, with People and Technology identified as key priorities in the organisation's new three-year strategy. This role sits within the People Experience Team and offers the opportunity to support transformation, improve ways of working, and help shape the future of the function during an exciting period of change. The position is initially fixed-term, with potential for extension or permanency.

ABOUT THE ROLE

The People Experience Co-ordinator reports to the Head of People Experience, with day-to-day management from the People Experience Manager. They are responsible for delivering smooth and efficient services, to ensure that the needs of internal and external customers are met.

This position is all about managing multiple priorities and building trusted relationships with colleagues and candidates in order to deliver an excellent people experience through accurate and efficient administration and support.

It will deliver a number of administration services around on-boarding and off-boarding, payroll, benefits, and other general People related activities within team, as well as supporting recruitment during peaks.

What we will expect you to achieve

- **Customer Service** – Deliver a responsive, high-quality People Experience service by providing timely resolutions to employee queries and ensuring effective management of the People Requests inbox.
- **Onboarding** – Enable a positive and seamless employee joining experience through effective onboarding coordination, accurate administration, and engaging People team inductions.
- **Payroll** – Ensure employees are paid accurately and on time by processing payroll changes efficiently, maintaining data integrity, and meeting monthly deadlines.
- **Data, Systems and Reporting** – Maintain reliable people data and HR systems that support informed decision-making, regulatory compliance, and accurate organisational reporting.
- **Project Support** – Contribute to the successful delivery of People initiatives by providing coordinated project support, accurate administration, and effective stakeholder engagement across key programmes.
- **Continuous Improvement and Future Ways of Working** – Enhance service quality, efficiency, and employee experience by identifying, implementing, and embedding improvements to processes, systems, and ways of working.

BEHAVIOURS, EXPERIENCE AND SKILLS

This section contains the essential behaviours, experience, knowledge and skills needed in order to be effective and successful in this role. All criteria in this section are essential.

Effective behaviours

Supporter driven and mission aligned

- Is committed to children and their rights and motivated to work towards achieving a better world for every child.

Resilience and Results Focussed

- Thrives in a continually evolving environment by taking a flexible, iterative approach in order to meet changing organisational needs. Ability to work across functions and boundaries to achieve prioritised outcomes. Demonstrates patience, perseverance and solutions when faced with problems.

Efficiency and effectiveness

- Manages conflicting priorities effectively and accurately, paying particular attention to detail. Anticipates problems and identifies solutions by connecting various pieces of information. Suggests simplifications to improve results and ways of working. Is

solution driven and proactive in their approach to work and in overcoming challenges

Relationships

- Recognises the importance of building relationships and creating an excellent employee experience. Focusses on the outcomes for customers when approaching solutions. Gives clarity and signposts managers to resources to empower them to manage our people effectively.

Communication

- Presents information clearly and accurately to a range of customers, making sure that updates are provided on time and in an appropriate manner. Prioritises oral communication when contacting candidates and chasing a response.

Decision making

- Makes decisions within agreed parameters and is accountable for own actions.

Information and data

- Protects our reputation when working with confidential data and information and mitigates risk through considering legal, regulatory, and privacy issues. Upholds confidentiality and sensitivity in people issues.

Relevant experience

- Experience of providing HR administrative support in a busy environment

Specific knowledge and skills

- Able to work confidently and accurately with numbers.
- Good data analysis skills and working knowledge of Microsoft Excel and HR systems
- Basic understanding of digital media and tools and a willingness to learn how to use these.