

HR Coordinator

JOB DESCRIPTION

Our business

- East West Compass Ltd (Trading as Compass) is a part of East West Connect Group and created for the purpose of delivering the Peabody Reactive and potentially planned works streams Contract but the with the long-term goal of providing reactive and planned maintenance services for social housing clients throughout London and the home counties.
- East West Compass's primary focus is on building its reputation for high quality service and excellent customer support – to be reliable, easy to deal with and empathetic in all aspects of our service delivery.

PURPOSE OF ROLE

The HR Coordinator plays a key role in supporting East West Group people practices, ensuring they are fair, effective, and aligned with our values. This is a true generalist role, combining HR administration with operational HR support across employee relations, recruitment, policy, and workforce development. The HR Coordinator will provide practical advice and assistance to managers while handling HR administrative tasks to ensure smooth day-to-day HR operations.

Additionally, significant experience in recruiting engineering talent and be comfortable working in a fast-paced, rapidly changing, and growth-oriented environment.

REPORTING

- You will report to Senior HR Manager (EWC) and Managing Director and Chair in the absence of other hierarchy

MAIN DUTIES

Recruitment & Onboarding

- Manage end-to-end administrative recruitment processes: posting vacancies, managing applications, coordinating interviews, and supporting offer management.
- Support hiring managers in organising shortlisting, interviews, and reference checks.
- Ensure onboarding and induction processes run smoothly, including the accurate setup of employee records on HR systems (Cezanne HR, SharePoint).

HR Administration & Process

- Maintain and update employee training, personal, and compliance records on a daily basis.
- Monitor and update training and development records on HRIS (Cezanne & Litmos Training platform), ensuring all training data is accurate and up to date.
- Follow up to ensure the correct process is followed when booking internal and external trainings.

- Support project and maintenance teams, including on-site staff, to ensure HR processes are followed at all stages.
- Conduct and track DBS checks, attendance, and other compliance-related tasks.
- Support continuous improvement of HR systems, processes, and templates.
- Manage the effective operation of the Integrated Management System (IMS) and other HR administrative tools.

Workforce Support & Development

- Assist managers across multiple sites with HR administration and workforce-related queries.
- Conduct regular site visits to support HR activities and ensure smooth operations.
- Support the coordination of employee training and development initiatives, ensuring timely completion and compliance with organisational requirements.
- Build and maintain positive working relationships with stakeholders at all levels.
- Promote the company's values, wellbeing, and professional standards in all HR activities.

Employee Relations

- Provide practical support to managers on day-to-day HR matters, including performance reviews, return-to-work meetings, and routine employee relations issues.
- Prepare and maintain accurate documentation (letters, case notes, meeting records) ensuring consistency and compliance with company processes.
- Support managers to resolve workplace matters constructively, promoting positive employee experiences.
- Escalate complex issues to the Senior HR Manager while maintaining oversight of administrative processes.

SKILLS & KNOWLEDGE

PERSON SPECIFICATION

Essential

- Minimum 3 years' experience in HR administration or a generalist support role.
- Experience supporting recruitment, onboarding, and workforce administration.
- Strong organisational skills with the ability to manage multiple priorities.
- Comfortable working across multiple sites.
- Excellent interpersonal skills, with the ability to build credibility with managers and employees.
- Excellent IT skills, particularly advanced proficiency in Microsoft Excel (e.g., formulas, pivot tables, data analysis, and reporting).
- Proficiency in HR systems such as Cezanne HR, SharePoint, and attendance/IMS tools.

Desirable

- Experience in a multi-site or project-based organisation.
- CIPD level 5 qualification or working towards CIPD.