

TROPICAL HEALTH AND EDUCATION TRUST

Job description: HR & Operations Coordinator

Hours:	Full-time (Open to minimum 4 days per week)
Location:	3rd Floor, 86 - 90 Paul Street, London. EC2A 4NE
Reports to:	HR & Operations Manager
Salary:	£34,449
Responsible for:	N/A
Contract:	Fixed-term (maternity cover)– from mid-January 2024 to 28 th Feb 2025
Key contacts:	SMT, Finance and other THET teams, Trustees and THET committees, Payroll provider, Pension Provider; Employee Benefits providers and other external contacts.

Purpose

As we celebrate our 35-year anniversary, there has never been a better time to join our dynamic, friendly team working to further global health. As the HR and Operations Coordinator, you will work as part of the Finance and Operations team.

The HR & Operations Coordinator takes responsibility for all aspects of the administration for the charity, including supporting HR, Operations, and IT (with outsourced support) processes. This post plays a key role in ensuring the efficient management and upkeep of the charity's office. It is a very exciting time of growth for the charity which will see an increase in staff resources.

About THET

For over 30 years, THET has been working in partnership to strengthen health systems and build health workforce capacity in LMICs. Working closely with Ministries of Health and in partnership with UK and LMIC health institutions, and as an NGO in Official Relations with the World Health Organization, we strengthen health systems by responding to local and national priorities, supporting the training of health professionals, facilitating knowledge exchange and the development of policy and regulatory environments, and offering thought leadership and project management expertise.

At the centre of our approach, is the model of Health Partnerships, long-term relationships between UK and LMIC health institutions, which improve health services through the reciprocal exchange of skills, knowledge, and experience. They are rooted in an understanding that equitable relationships between health professionals across borders can benefit all involved.

Accountability and working relationships

The HR & Operations Coordinator is accountable to the HR & Operations Manager and will work closely with the Finance team as well as senior management. In addition, this post has considerable interaction with members of the UK Head office and Country staff based overseas.

Main responsibilities

Human Resources

1. To be the first point of contact advising managers and staff including secondees on all general HR operational enquiries in adherence to THET's policies and procedures, legislation and best practice.
2. Supporting Senior Management on complex disciplinary, grievance, capability cases.
3. Coordinating recruitment campaigns and supporting the team in implementing the 2024 recruitment plans.
4. To support the learning and development function and needs arising from the appraisals process including the administration and co-ordination of internal training programmes.
5. To ensure HR Records are up to date, accurate and compliant with legislation including administration of the online system to record absence (sickness, holiday TOIL).
6. Provide departmental reports to the Senior Management Team when required.
7. Provide the monthly payroll data and liaise with the external payroll service provider to provide the smooth running of the monthly payroll.
8. To promote equality of opportunity in relation to the duties of the post.
9. Supporting the programmes team with compliance in Country Offices.

Information Technology

1. To support the HR & Operations Manager in the on-going development of THET's IT systems.
2. To support IT function and security of THET's electronic records.
3. To act as the main point of contact for the outsourced supplier.

Administration and Facilities

1. To provide general administrative support to the HR & Operations Manager ensuring the smooth running of the organisation.
2. To coordinate the recruitment and onboarding plans and delivery for new staff,
3. To coordinate ongoing HR contract administration and changes.
4. To facilitate the purchasing of staff IT and other work equipment in line with budget.
5. To coordinate the monthly payroll communication and approvals
6. To arrange and service internal and external office meetings.
7. To be the first point of contact with shared working space (office) provider and ensure facilities are currently accessed and utilised.
8. Assist the HR & Operations Manager in resource planning for additional capacity for THET projects

9. To be the main contact for Health & Safety for the UK office, developing and implementing the health and safety policy and ensuring that staff comply with this.
10. Together with the HR & Operations Manager, ensure that THET has appropriate insurance cover.
11. To undertake any other duties that may reasonably be requested by the SMT commensurate with experience and THET requirements.

Person Specification

Person specification	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A bachelor's degree in a relevant discipline or equivalent relevant experience 	<ul style="list-style-type: none"> • CIPD or other relevant qualification
Experience	<ul style="list-style-type: none"> • Experience of providing HR support across a range of HR Activities, including HR policy, recruitment and onboarding, and employee relations • Experience of managing relationship with external service providers 	<ul style="list-style-type: none"> • Experience of working in the International Development/Charity sector • Experience of dealing with formal employee relation cases at the first stage
Knowledge	<ul style="list-style-type: none"> • Understanding of UK employment law and HR best practice • Understanding of basic IT administration 	<ul style="list-style-type: none"> • Basic financial processes. • Using databases and spreadsheets to maintain and analyse data.
Skills & Abilities	<ul style="list-style-type: none"> • Flexible and willing to undertake a various range of tasks and work efficiently under pressure • Understands the importance of keeping confidentiality • Ability to work on own initiative 	

	<ul style="list-style-type: none"> • IT literate and proficient in Word, Excel, Outlook and PowerPoint and experience of working with databases • Excellent organisational skills and attention to detail • Excellent planning and organising, ability to multitask and prioritise the workload 	
<p>Values</p>	<ul style="list-style-type: none"> • Strong commitment to THET’s cause and values Clear and accurate written and verbal communication skills with an ability to work with staff at all levels • Highly motivated self-starter • Strong commitment to THET’s cause and values • Flexible and adaptable Highly motivated self-starter • Intercultural sensitivity and awareness • Flexible and adaptable 	

If this opportunity appeals to you, then please do apply by sending your CV and a cover letter to jobs@thet.org by midnight on Tuesday, 5th December 2023. If you have any questions or you would like an informal chat about the role, please contact Justine Nola by emailing – jobs@thet.org

This post is UK based. Non-EC nationals will require current and valid permission to work in the UK