

# Job Description:

HR Coordinator



## General role information

<b>Job Title:</b>	HR Coordinator
<b>Reporting to:</b>	HR Business Partner
<b>Salary Band:</b>	13
<b>Notice period:</b>	1 month
<b>Budget Responsibility?</b>	No
<b>Direct Reports?</b>	No
<b>Client facing role?</b>	No

## Introduction:

MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.

Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centred care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.

We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.

## The role

The role is to provide end-to-end HR administrative support to the International HR Operations function for the MSI Global Support Office, ensuring all aspects of HR administration is conducted and completed in a timely, effective and confidential manner.

The main responsibility of the role is to support the HR Business Partner, providing HR generalist and payroll support across MSI's Global Support Office. As part of the wider International HR Operations you will also work across the International HR Operations function, providing administrative support to the International Recruitment partner, Head of International HR Operations and HR Advisor as needed.

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

[recruitmentinbox@msichoice.org](mailto:recruitmentinbox@msichoice.org)



### Key Responsibilities

#### HR Generalist

- Simplify and own HR administrative processes. Identify areas of improvement and coordinate any changes to process, where appropriate.
- Provide efficient and professional HR administrative support.
- Manage the International HR inbox, be the first point of contact for answering initial HR queries (this includes providing impartial advice, understanding the escalation process and encouraging and improving self-service, where appropriate).
- Maintain accurate records for all GSO team members (UK based and overseas), ensuring up to date documents are held.
- Prepare contract change documents and ad-hoc letters for UK based team members, as required.
- Provide HR Interact guidance to colleagues, resolve system issues and escalate to the Senior HR & Payroll Application Analyst, where required.
- Maintain HR SharePoint pages.
- Coordinate the Global Support Office bi-weekly bulletin.
- Manage Perkbox benefit platform administration and allocation of accounts and removal of leavers.
- Manage colleagues' benefits including the Cycle to work Scheme, Eye test vouchers and season ticket loans.
- Collaborate with the Learning & Development Team to support colleague induction from day one, including monitoring the probation process, ensuring all necessary documents have been received by line managers.
- Support the wider International HR Operations team with HR related projects and ad hoc duties.
- Produce monthly compliance reports and support with monthly reporting, as required.
- Manage the DBS renewal process for existing colleagues.
- Understand current UK immigration rules and legislation and ensure internal processes and systems are in place to guarantee all team members have the eligibility to work in the UK.
- Support the exit interview (online and face to face) process.
- Support with note taking in employee relations cases, where required.

#### Payroll

- Ensure that new starters/employment changes and leavers have been fully and accurately entered onto our HR/Payroll system (Agresso) and their documentation is scanned and uploaded correctly against their record, working closely with the payroll team to ensure all HR information is recorded

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accurately.

- Ensure International Assignee benefits are processed through payroll in line with the Total Reward Statement, and all documents are uploaded correctly against assignee's record.

### Purchase Orders

- Manage the recording and approval of purchase orders (POs) and invoices and ensure invoices are coded accurately and efficiently.

### Recruitment

*In addition to the above day to day responsibilities the HR Coordinator will also be expected to support the International Recruitment Partner in the absence of the HR and Recruitment Coordinator or during busy periods.*

- Support the Recruitment Partner with the placement of job advertisements and the management of MSI licenses for recruitment sites.
- Support the Recruitment Partner with the management of candidates within the recruitment platform, doing initial screening as required according to set criteria and sending candidate profiles to the hiring manager
- Support the hiring manager and the Recruitment Partner to set up interview invitations in diaries, ensuring provision of test materials if required and ensuring the interview panel have an interview guide and all the necessary documentation to support the interview.
- Support the Recruitment Partner with candidate feedback, collection of references for successful candidates, collection of necessary approvals and preparation of offer letters and contracts.
- Carry out vetting checks, both for successful GSO applicants but also in support of the MSI country programme HR teams with vetting checks for their new hires.

### Key Skills

To perform this role, it is **essential** that you have the following skills:

- Ability to work in a diverse and inclusive environment, respecting and collaborating with all individuals equally, and with a commitment to overcome bias and prejudice
- The highest levels of integrity and a strong ethical sense, ability to keep information confidential and secure
- Excellent written and verbal communication skills – comfortable networking with stakeholders at all levels of the organisation
- Excellent attention to detail; results oriented and ability to work well in a team.
- Able to learn quickly and use initiative
- Able to manage expectations of demanding stakeholders
- Exemplary organisational skills – able to multitask and handle conflicting priorities
- Good Microsoft package skills – MS Word, Office, Excel and PowerPoint.

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## Key Experience

To perform this role, it is **essential** that you have the following experience:

- Proven experience of working to tight and changing deadlines.
- Skilled in the manipulation of (HR) database systems e.g. Sage, PeopleSoft, Oracle (MSI use Agresso)
- Experience in delivering excellent (HR) Administrative support to a high performing team, with some understanding of UK employment law
- Experience of co-ordinating complicated Employee Relation administration (desirable)
- Experienced using HR or candidate management system (desirable).

## Formal Education/qualification

- Maths & English GCSE or equivalent.

## Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

**For this role, we're looking for an individual who is:**

- Pro-choice
- Resilient
- Highly organised
- Team Player
- A 'can do' attitude
- Flexible

## Our Values

**Mission Driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Client Centred:** We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact

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services that meet their individual needs.

**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

<b>Full Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	