

F63 (v1) Job Description Form

General Information

Job title:	HR Document Content Coordinator
Reporting to:	Managing Director

General purpose:

To create and organise Vero HR's library of Human Resource "Master" document templates and "Client" templates ensuring version control is strictly adhered to, utilising a combination of existing and new digital tools.

To author new policy documentation and update existing templates in line with employment law and client policy change requirements.

To be responsible for maintaining Vero HR's Content Management System (Sharepoint) and content held on the Company's website.

To ensure documentation employment law compliance is maintained at all times across the client portfolio.

To maintain client data bases and issue regular client communications through Mailchimp and other content management tools.

Document Management

- Support the Vero HR team by authoring, formatting and publishing client template documents and requested amendments to documentation taking into account any quality standard requirements of the client such as ISO.
- Ensure that amendments to master template documents are implemented across the client portfolio, where applicable.
- Work as part of a team responsible for onboarding new clients with the specific responsibility of document set creation
- Support the research, drafting and publishing of new documentation content.
- Implement new "technology" versions of Vero HR's document templates using the latest digital tools including interactive ADOBE pdfs.

Content Management System

- Be responsible for organizing MASTER template versions and CLIENT template versions held in Vero HR's (Sharepoint) Content Management System.
- Exploit the capability of Sharepoint's features to improve accessibility, efficiency, document security and document control.

Communications

- Maintain Vero HR's direct mailshot database and issue content updates, client communications using Mailchimp.
- Maintain the Sharepoint Vero HR team portal and upload content, communications and news articles.

General

- Undertake client HR administration tasks when required including holidays and sickness cover

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Requirements – experience:

- Previous experience of working in an HR environment at either an administrative or operational level which may have included policy writing.
- Demonstratable experience (or the aptitude to learn) digital tools including Wordpress, Adobe and Sharepoint.
- An expert user of Microsoft Word. Highly proficient in the use of other Microsoft office products.
- Exceptionally strong attention to detail, accuracy and grammar.
- Excellent copy writing skills, able to draft engaging content.
- First class proof reading skills.

Requirements – qualifications:

- Good standard of general education; minimum of GCSE English and Maths at Grade C or above.

Requirements – personal characteristics:

- A strong team player ethos, used to working on own initiative and able to prioritise personal workload to meet the needs of other team members.
- Highly organised, methodical in approach.
- Flexible, positive and proactive attitude.
- Excellent interpersonal skills and the ability to communicate at all levels with both internal and external stakeholders.
- Passionate about the delivery of a high quality service to the team internally and clients.
- Able to work at pace and adapt to changing requirements.

Other points:

- Previous experience of ISO documentation standards would be an advantage, but not essential
- A strong interest in new, relevant technology solutions

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“Our Professional Values”

ResponSive
 Friendly
 Supportive
 InnoVative
 CommItted
 Accurate
 HonEst

“The Way We Work”

Being accessible

Being easy to get in contact with by phone or in person

Being responsive

Responding to client needs quickly without needing to be chased

Listening first, advising second

Listening carefully to what the client says before giving our view

Being committed

Dedicated to supporting clients with a “nothing is too much trouble” attitude

Being consistent in what we say

Instilling clients with confidence that the advice and guidance they receive from us is consistent

Being clear in our communications

Being clear and concise in our written and oral communications with clients

Being knowledgeable about the advice we give

Instilling clients with confidence that we have an up to date understanding of their HR policies, procedures, and processes

Being approachable as well as professional

On every occasion engaging with clients, with a friendly, approachable, polite, and professional “can do” manner

Being accurate and on time with what we provide

Providing clients with accurate, error free documentation and data - and for routine tasks, on time too without needing to be chased

And when we get it wrong – owning up to our mistakes

Being open about our mistakes when they happen and owning putting things right

Creative in our approach to supporting clients

Proactive in suggesting ideas and better ways of doing things, even if it needs a bit of extra effort

Recognising when we need to refer up an issue, but also willing to learn

Recognising when the issue the client needs advice on needs to be handled by a more experienced Vero team member

Not giving “good” service - giving “outstanding” service

Always giving our clients that little bit extra, over and above what they expect

We get people.
You get success.