

Bernicia Group Role Profile

Title: People Services Coordinator

Reporting to: People Services Manager

Date: February 2026

Purpose

The People Services Coordinator role provides support to both the project and operational activity of the team by:

- effectively supporting the coordination of our projects and initiatives to successfully deliver our People Strategy and Operational People Plan objectives.
- contributing to the effective running of the People Services team by providing high quality coordination support to deliver an exceptional service to all colleagues.

Accountabilities

Operational

People Projects

- Coordinate the planning and monitoring of key HR projects and continuous improvement initiatives to delivery.
- Coordinate all key documentation required for our People awards and accreditation submissions e.g. Disability Confident Employer, Mindful Employer, Armed Forces Covenant, SHINE.
- Support the People Services team with coordination activity as and when required.
- Support the coordination and delivery of group colleague surveys, data analysis and any subsequent action plans

Culture and Events

- Support the coordination of colleague events including our Colleague Excellence Awards and Colleague Conferences.
- Support the delivery of health and wellbeing initiatives and equity, diversity and inclusion campaigns.
- Coordinate our Bright Ideas scheme, working to ensure a positive working environment for our colleagues.
- Develop strong relationships with key stakeholders, demonstrating a customer service mindset.

- Encourage a culture of continuous improvement by gathering feedback from key stakeholders to refine our approaches and processes.

Compliance and colleague support

- Contribute to the review and creation of people policies and documentation to support our colleagues and line managers.
- Lead on quarterly internal audits within the People Services team to ensure ongoing compliance.
- Coordinate our ongoing health surveillance programme.

Corporate

- Contribute to raising Bernicia's profile in developing a network of suitable contacts amongst organisations and individuals likely to assist in achieving Bernicia's vision.
- Contribute to business strategies and quality standards across all of Bernicia's services
- Ensure that the People Services practices support equality, diversity, customer care and data protection
- Ensure that all core policies in relation to standards of behaviour, equality and diversity, customer care, data protection and health and safety are fully implemented

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources".

All colleagues are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out your duties with full regard to the Bernicia Way and must draw to your manager's attention any unsafe working practice/conditions.

Skills & Experience

Essential Criteria

- Experience of working in a busy team – preferably HR related – in a similar role
- Proven experience in project coordination across a variety of workstreams
- A full driving licence and have use of a vehicle for work purposes

- A proactive and can-do mindset, able to be decisive and take accountability.
- Great communication skills and a collaborative approach
- Highly organised with the ability to prioritise and deliver to deadlines
- Ability to work on own initiative, with minimal supervision and to coordinate several projects at once
- Able to maintain a high level of confidentiality
- Proficient in Microsoft Word, excel, powerpoint and teams
- Be a role model for our values and behaviours

Desirable Criteria

- Experience of using HR systems
- HR experience
- CIPD Level 3 qualification or above or equivalent

Values

Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.

