

Job Description

People & Office Coordinator

BACKGROUND

Pharos Offshore Group is based at the Port of Blyth in North East England, with a satellite office in Darlington. The business owns and operates offshore subsea equipment, including cable and pipeline trenching systems, supporting clients across the offshore energy sector. HR advisory support is provided through an outsourced provider, with day-to-day people administration managed in-house.

OVERVIEW OF POSITION

To act as the main in-house point of contact for HR administration and support, working closely with the Finance Director and the HR provider, and to support the development and delivery of a People & Culture strategy that underpins the wider business strategy. The role is also responsible for the smooth running of the company's office and other facilities, ISO document control across the business, administration support including for QHSE related meetings and actions and for supporting the senior leadership team with the development of internal systems and processes. This is a highly varied, multi-faceted role and the postholder will need to manage competing priorities across HR, facilities, compliance and administration, often at short notice, while maintaining accuracy and a high standard of service to colleagues and visitors.

PRINCIPAL RESPONSIBILITIES AND TASKS

HR Administration & Support

- Act as the main point of contact for HR-related queries from employees and managers, liaising with the Finance Director and external HR advisor where appropriate.
- Maintenance of HR departmental policies, procedures, templates and the MDR process.
- Support recruitment activity including advertising vacancies, CV collation and interview preparation.
- Draft employment-related documents, including offer letters, contracts and contractual change letters.
- Coordinate all onboarding for new starters, including pre-employment and right-to-work checks, induction scheduling and probation review reminders; manage the leaver process.
- Maintain accurate, up-to-date and confidential employee records; record and monitor holiday bookings and sickness absence.
- Coordinate information to support payroll processing, in liaison with the Finance Director and outsourced payroll provider, including monthly starter, leaver and change information, overtime data, employee pension contributions and the preparation of P11D information.
- Coordinate and administer apprenticeships, including liaison with training providers and the relevant line managers regarding maintenance of training records.
- Monitor and action the HR and Careers inboxes.
- Produce monthly HR KPI data.
- Maintain strict confidentiality in relation to all sensitive organisational, financial and personnel information, ensuring consistent discretion, integrity and adherence to company confidentiality policies and applicable data protection laws.

People & Culture

- Working with the Finance Director, support the development and implementation of a People & Culture strategy in support of the overall business strategy.
- Support people initiatives including employee engagement, wellbeing, recognition and internal communications.
- Maintain training records and support the coordination of employee training and development.
- Coordinate company events and functions.

Office & Facilities Management

People & Office Coordinator

- Responsible for the smooth running of the Blyth and Darlington offices, including the general working environment.
- Management of the rented Company house, including occupancy, maintenance, utilities, inspections and liaison with the landlord or letting agent.
- Liaise with contractors and suppliers who support the Company offices and facilities.
- Maintain stationery and general office supplies, including management of relevant 3rd parties.
- Act as the welcome point of contact for visitors to Pharos offices and facilities, and as the main point of contact for all office-related matters.

QHSE, ISO & Document Control

- Responsible for ISO document control procedures across the whole business, ensuring controlled documents are current, approved, correctly referenced and accessible.
- Support ISO audit readiness, coordinating documentation and evidence for internal and external audits and tracking resulting actions.
- Support client and supplier audits where required.
- Provide administration support for QHSE related meetings, including agendas, minutes and follow-up of actions through to close-out.

Internal Systems, Processes & IT

- Assist the senior leadership team with the development of internal systems and processes.
- Liaise with the outsourced IT provider regarding new starters, leavers, permissions and equipment.
- Maintain register for equipment issued to personnel (IT, Phones etc.)

Other

- Provide occasional ad hoc support and holiday cover to the Head of Managed & Technical Services (MTS) for travel and logistics for offshore personnel.

KEY MEASURES

- HR queries responded to and resolved, or escalated, in a timely manner
- New starters fully onboarded, with documentation, IT access and induction in place from day one
- Accurate and up-to-date employee records, holiday and absence data
- Payroll information (including overtime and pension data) and P11D information provided accurately and on time
- Monthly HR KPI data produced on time
- HR and Careers inboxes kept up to date and actioned in a timely manner
- People & Culture strategy developed with the Finance Director and agreed actions delivered to plan
- Maintain compliance with ISO 9001 document control procedures, with the business audit-ready at all times
- Maintain a schedule of key dates and coordinate/prepare for ISO periodic and recertification audits. QHSE related meeting minutes issued promptly and actions tracked through to close-out
- Smooth running of the offices and Company house, with office stock levels maintained

FORMAL EDUCATION

Essential

- GCSEs (or equivalent) including Maths and English at grade C/4 or above, or demonstrable work experience

Desirable

- CIPD Level 3 Foundation Certificate in People Practice (or working towards)
- Fire Warden and/or First Aid at Work certification
- ISO 9001 awareness or internal auditor training

EXPERIENCE

Essential

- HR administration experience, including onboarding, employee records and absence

Job Description

People & Office Coordinator

- management
- Office or facilities management experience
- Working alongside senior management and directors
- Handling confidential and sensitive information
- Managing a varied, multi-tasking workload in a busy office or support role
- Strong MS Office skills (Word, Excel, Outlook, Teams, SharePoint)

Desirable

- Working with external (outsourced) HR, payroll and/or IT providers
- ISO document control or quality management system administration
- Supporting payroll processes, including P11Ds
- Arranging travel and logistics, ideally for offshore or field-based personnel
- Apprenticeship administration
- Organising company events
- Experience within the offshore, marine or engineering sectors

KEY BEHAVIOURS

- Ability to build and maintain relationships at all levels
- Strong verbal and written communication skills
- Approachable, with a people-focused and professional manner
- High attention to detail
- Ability to juggle a varied workload and competing priorities, switching between tasks while keeping to deadlines
- Flexible and adaptable, calm under pressure and comfortable dealing with the unexpected
- Proactive, highly organised and able to work on own initiative
- Ability to work confidentially and with discretion

TRAVEL REQUIREMENTS

Minimal travel may be required as part of this position including, but not limited to, occasional visits to the Darlington office.

LOCATION

Office based – Blyth

REPORTING LINES

Reporting to

- Finance Director

Direct reports

- Not applicable