

HR COORDINATOR

JOB DESCRIPTION

Job title	HR Coordinator
Department	Human Resources
Office location	Arbon House, 6 Tournament Court, Warwick, CV34 6LG
Reporting to	HR Consultant

COMPANY VALUES

- We act with integrity
- We are member-focused
- We are industry leading
- We are ambitious
- We champion education

PROPERTYMARK

Propertymark is the UK's leading professional body for estate and letting agents, commercial agents, property inventory service providers, auctioneers and valuers, comprising 19,000 members.

JOB PURPOSE

The HR Coordinator plays a central role in keeping the HR function running smoothly. This position supports day-to-day HR operations, ensures accurate employee records, and provides first-line support to staff and managers across the organisation.

Key responsibilities:

- **Employee Records Management** — Maintain accurate and confidential HR files and databases, ensuring compliance with GDPR and internal policies.
- **Recruitment Support** — Assist with the full circle employee lifecycle, from assisting with job description formatting, advertising and preparing candidate packs, preparing offer letters, drafting contracts of employment, and onboarding new starters and completing new starter inductions. To complete offboarding and conduct exit interviews for any leavers.
- **Training & Development Support** — Process training requests, issue training agreements and maintain learning records.
- **Payroll Administration** — Provide monthly payroll input, track absences, and ensure accurate data is submitted to Finance.
- **Employee Queries** — Act as the first point of contact for HR-related questions, escalating issues when needed.
- **Compliance & Reporting** — Support audits, produce HR metrics and fob reports.
- **Intranet Updates** — Maintain and update the intranet pages, from welcoming new starters to sharing news stories.
- **Policy Updates** — assist with updating policies and procedures and in line with legislative requirements.
- **Subject Access Requests** — support the wider executive team with SAR requests as required.
- **General HR Administration** — Support wider HR projects, initiatives, and process improvements, and any other reasonable HR administration as required.

Key working relationships:

- **Internal:** Employees, line managers and departments within Propertymark
- **External:** External consultants, HR platform providers, recruitment agencies

JOB REQUIREMENT/SKILLS

Essential:

- HR knowledge including employment law basics and HR best practice.
- Strong organisational and time-management skills with the ability to prioritise.
- Excellent communication and interpersonal skills.
- High attention to detail and accuracy.
- Proficiency with Microsoft Office (Excel, Word, Outlook).
- Ability to handle confidential information with professionalism and discretion.
- Proactive mindset with a willingness to learn.
- Calm, approachable, and supportive.
- Strong problem-solving skills.
- Team-oriented but able to work independently.

EDUCATION/EXPERIENCE

Essential:

- CIPD Level 3 qualification would be desirable or studying towards CIPD Level 3 essential.
- Previous experience in an HR support role.
- English and Maths GCSE Grade 4 (C Grade)/Functional skill Level 2 or equivalent).
- Committed to continued professional development.

COMPANY BENEFITS

- Healthcare cash plan
- Insurance cover, four times annual salary
- Five per cent employer contribution pension plan
- Generous annual leave allowance rewarding length of service, with an additional day of birthday leave
- Corporate bonus to reflect business performance
- A variety of regular social events to help staff get to know each other, stay in touch, and have fun
- Easy access location with free parking, fruit, and refreshments with fully equipped break facilities.