



HR Coordinator

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Welcome Letter

Dear Applicant,

Thank you for your interest. Badger is a not-for-profit social enterprise and has been providing NHS GP out of hours and urgent primary care services in Birmingham and Solihull since 1996. Rated as 'Outstanding' by the Care Quality Commission (CQC) in March 2024, we have built a respected reputation throughout Birmingham and the surrounding areas.

Badger has a national profile as an organisation where excellent care, quality services, continuous improvement and innovation are at the heart of what we do. We know that the future brings new and significant challenges for healthcare providers with an increased focus on improving value. However, against this shifting delivery context, one thing remains a constant - our passion to provide care that people can trust.

We are proud that our organisation reflects the diversity of the population we serve and understand the benefits this brings to the quality of services. We warmly welcome applications from all irrespective of age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

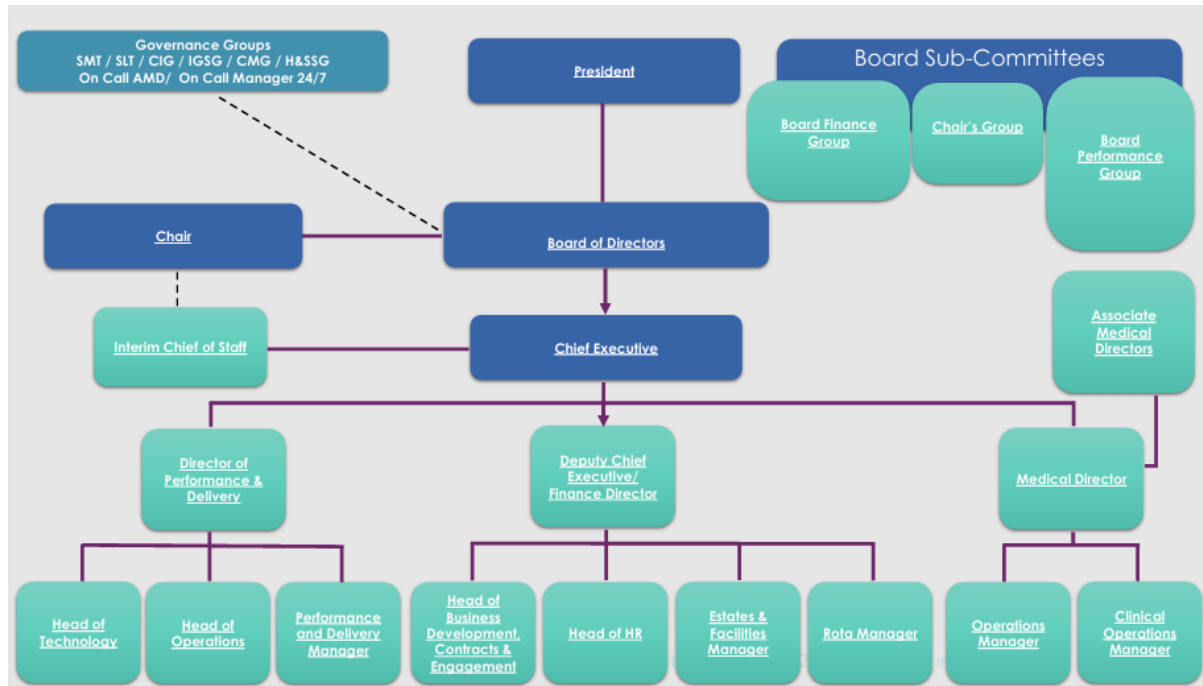
About Badger Group

Birmingham and District GP Emergency Room (Badger) Ltd is a not-for-profit social enterprise healthcare co-operative which includes, as part of its group of companies, Badger Medical Ltd, Badger Healthcare Ltd and Sett Support Partnership plc. It has an annual turnover of £13 million. consisting of Board Leadership; Clinical; Finance; Workforce & HR; Quality & Performance; Operations; IT and Business Development departments.

Badger was established in 1996 by local doctors who joined together to initially provide an improved out-of-hours service for their patients. Today Badger has opted-in GP members in 60+ practices and provides 24/7 message handling, urgent primary care and GP out of hours service to a patient base of 1.3 million. We run the Urgent Treatment Services at Solihull and Erdington Stockland Green, with face to face and 24/7 remote clinical assessment services operating from Bourne Road in Aston. Our head offices are at Glover Street, near the city centre. Badger was recognised with an 'Outstanding' rating following our Care Quality Commission (CQC) inspection in March 2024.

Organisational Structure and Governance

The Board consists of senior GPS across the Birmingham and Solihull. Dr Waqar Azmi OBE is the appointed Chief Executive. The Finance Department is led by the Deputy CEO, Shahana Khan OBE.



Badger's Vision, Values & Objectives

Vision

'Working in partnership to deliver care you can trust'

Values

Our 'SERQ' values are the engine of excellence, supporting and driving the ways we work to ensure quality care for our patients

<i>Safety:</i>	We believe in safety for all.
<i>Efficiency:</i>	We eliminate waste and delay for the benefit of our patients.
<i>Respect:</i>	We respect diversity in all its forms and treat everyone fairly.
<i>Quality:</i>	We deliver high quality services, where everyone is a quality controller.

Objectives

Our objectives have been synthesised into six priority actions for the next five years. To aid recall and embed these in our organisation, these are based on 'BADGER' as an acronym.

<i>Build on what we do best</i>
<i>Achieve sustainability and growth</i>
<i>Develop new ways of working</i>
<i>Get our governance in gear</i>
<i>Excel as an employer</i>
<i>Resolve our risks</i>

Advert – HR Coordinator

Salary:	£28,000 to £30,000 per annum depending on experience
Hours:	37.5 hours
Contract:	Maternity Cover [12 months]
Location:	Glover Street and other sites as required

Company Benefits

- NHS Pension Scheme
- Cycle to work Scheme
- Free parking
- NHS Smartcard
- BHSF health Cash Plan – (access to preventative health services)

Are you looking to develop your HR career in a varied role where you can make a real impact? We are seeking an enthusiastic and organised HR Coordinator to provide high-quality HR support across the organisation.

Working closely with the Head of HR and wider teams, you will support a broad range of HR activities, including recruitment, onboarding, employee relations, training coordination and HR reporting. You will play a key role in ensuring our people processes run smoothly while providing a professional and responsive service to employees and managers.

The successful candidate will be organised, detail-focused and able to manage competing priorities while maintaining confidentiality. You will have strong communication skills, good IT capability including Microsoft Excel, and an interest in developing your HR knowledge and career.

This role is ideal for someone with experience in HR administration, recruitment, training or a similar people-focused environment who is proactive, adaptable and passionate about delivering an excellent HR service.

We are committed to creating an inclusive and supportive workplace where colleagues are valued and encouraged to thrive. If you are looking for an opportunity to grow within HR, we would love to hear from you.

How to Apply

Before applying for this post, we recommend reviewing the essential skills, knowledge and experience stated in the Person Specification.

If you would like to apply to join our dynamic team, kindly click [here](https://talent.sage.hr/jobs/59e6ce81-e437-4907-8ee6-997ef2341fc0) <https://talent.sage.hr/jobs/59e6ce81-e437-4907-8ee6-997ef2341fc0> to upload your Curriculum Vitae (CV) and Supporting Information (maximum 4 pages) which outlines why you meet the essential skills required for the job.

Recruitment Timetable

Closing Date for applications:
Final Interviews:

Friday, 11th August 2026
August 2026– Date TBC

Job Description – HR Coordinator

To provide an effective and timely administrative, data entry and data reporting service to the HR Department.

You'll be involved in all aspects of day-to-day HR activity, as well as supporting with general office administration, making this an excellent opportunity to gain broad exposure across the business.

This role would suit someone who is confident, adaptable and able to work independently, whilst also having the ambition to develop and take on more responsibility over time.

Key Responsibilities and Accountabilities

HR Systems/HR Administration

- Manage HR administration using Sage HR, ensuring accurate employee records and system updates.
- Deliver excellent customer service by providing timely, professional support to employees, managers, and other stakeholders.
- Respond to HR queries efficiently, ensuring a positive employee experience and maintaining confidentiality.
- Support the HR team with day-to-day coordination and administrative tasks to ensure smooth departmental operations.
- Work collaboratively with the Rota team and employees to monitor and maintain compliance with mandatory training, DBS renewals, RTW and other regulatory compliance standards.
- Manage employee attendance records, maintaining the attendance tracker, recording sickness absence and fit notes on Sage HR, filing sickness documentation, and liaising with the finance team to ensure accurate Statutory Sick Pay (SSP) payments.

Recruitment and Selection

- Coordinate end-to-end recruitment activities for substantive employees, zero workers, and self-employed clinicians.
- Prepare and publish job adverts across internal and external recruitment platforms.
- Liaise with hiring managers to agree recruitment requirements, timescales, and selection processes.
- Screen applications against essential criteria and support shortlisting activities.
- Arrange interviews, assessment centres, and recruitment events.
- Prepare interview packs and ensure recruitment documentation is completed and retained appropriately.
- Participate in recruitment campaigns to attract high-quality candidates across clinical and non-clinical roles.
- Support the development of recruitment strategies to address workforce shortages and hard-to-fill vacancies.
- Coordinate pre-employment checks in line with organisational requirements and statutory obligations.

Onboarding and Induction

- Prepare and issue contracts of employment, offer letters, variation letters, and onboarding documentation for employees.
- Prepare engagement documentation for self-employed clinicians.

- Coordinate induction programmes and ensure new starters complete mandatory training requirements.
- Maintain onboarding trackers and provide regular updates to managers.
- Support new starters throughout their onboarding journey to ensure a positive candidate experience.

Employee Relations

- Act as a first point of contact for employees and managers on routine employee relations matters, providing advice and guidance in line with organisational policies and procedures.
- Attend formal and informal meetings to take notes and maintain accurate records where required.

Training

- Coordinate and administer a variety of training and development activities across the organisation.
- Manage the administration of GPVTS placements, ensuring documentation, inductions, supervision arrangements and records are maintained.
- Coordinate Clinical Continuing Professional Development (CPD) programmes and maintain accurate records of clinician participation and compliance.
- Coordinate Aston Medical School placements and maintain accurate records of student participation, clinical educators and feedback.
- Administer and monitor mandatory training requirements for employees and self-employed clinicians, ensuring training records remain accurate and up to date.
- Monitor training compliance, identifying upcoming expiries and liaising with managers and clinicians regarding outstanding requirements.
- Produce regular compliance reports and dashboards for managers, Heads of Department and the Executive Team.
- Coordinate training bookings, course registrations, attendance records and certification.
- Issue training reminders and follow up on non-compliance to support organisational and regulatory requirements.
- Support the delivery of statutory and mandatory training programmes and organisational learning initiatives.
- Assist with the administration of professional registrations, revalidation requirements and clinical compliance records where required.
- Work collaboratively with HR, Clinical Leads and operational managers to promote a culture of continuous learning and professional development.
- Contribute to workforce compliance audits and provide evidence for internal, commissioner and regulatory reviews as required.
- Support the development and implementation of training, learning and development initiatives that enhance employee and clinician capability, performance and engagement

Stakeholder Management

- Develop positive working relationships with hiring managers, clinical teams, candidates, and external agencies.
- Act as a first point of contact for HR and recruitment-related queries.
- Work collaboratively with HR colleagues to continuously improve recruitment and onboarding processes.

Continuous Improvement

- Identify opportunities to improve HR processes.

- Contribute to workforce planning activities and projects aimed at improving attraction, retention, and employee experience

The duties and responsibilities outlined in this job description are neither definitive nor restrictive and may change in detail from time-to-time to meet the changing needs of the operation.

Relationship to Other Roles

The HR Coordinator will report directly to the Head of HR.

Equality and Diversity

The post holder will be expected to adhere strictly to the principles of fairness and equality in carrying out the role. At all times the post holder will be required to work in line with Badger's values and show respect for and maintain the dignity of patients, the public and work colleagues. Badger will not tolerate any form of bullying or harassment, violence or aggression towards any colleagues, patients or partners.

Disclosure and Barring Service

This appointment will be subject to a criminal record check by the Disclosure and Barring Service.

Pre-Employment Health Check

The appointment will be subject to a satisfactory Pre-Employment Health Check.

Person Specification – HR Coordinator

Criteria	Essential	Desirable
Education and Qualification	Educated to degree level or equivalent experience in Human Resources, Business Administration or a related discipline. HR qualification (e.g. CIPD Level 3) or working towards, or equivalent HR experience.	CIPD Level 3 qualification or equivalent.
Experience	Experience working in an HR, recruitment, training or administrative role. Experience supporting recruitment and onboarding processes. Experience maintaining accurate records and handling confidential information. Experience providing administrative support to employees and managers Experience producing HR reports or maintaining compliance records.	Experience working within a healthcare or regulated environment. Experience using HR systems and/or learning management systems.
Knowledge, Skills and Abilities	Good understanding of HR administration processes and employee lifecycle activities. Good organisational skills with the ability to prioritise workload and meet deadlines.	Knowledge of employment policies and procedures, including recruitment, onboarding, leave and absence processes.

	Strong attention to detail and accuracy. Good written and verbal communication skills. Ability to maintain confidentiality and handle sensitive information appropriately. Excellent IT skills with experience using Microsoft Office applications, particularly Microsoft Excel for maintaining records, analysing data and producing reports.	
Other attributes	Professional, approachable and customer-focused. Ability to work collaboratively with colleagues, managers and external stakeholders. Proactive approach with willingness to learn and support improvements.	Interest in developing a career within HR.
Other requirements	Flexibility to occasionally work outside normal working hours to support training programmes, events or organisational projects where required (typically a few times per month). Ability to manage competing priorities. Commitment to equality, diversity and inclusion. Willingness to undertake other duties appropriate to the role.	