

Role profile:

# Apprentice People & Talent Coordinator



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# About Bruntwood

At Bruntwood, we are led by one purpose: Creating Thriving Cities. Our deep connection with the cities we work in sets us apart; and for more than forty years, everything we have achieved has been with this purpose in mind.

We create buildings, workspaces, innovation, retail, tech and science facilities that are connected, balanced, sustainable and inclusive. Places people want to live, work and play in.

Bruntwood Works, the division taking care of our work and lifestyle spaces, is changing the way people work by creating inspiring environments that help people and businesses to flourish across Manchester, Leeds, Liverpool and Birmingham.

Bruntwood SciTech, our science and technology division, owns and manages the largest portfolio of science and technology assets in the UK including prestigious locations such as

Manchester Science Park, Alderley Park in Cheshire and Platform in Leeds.

We aim to reflect the communities we work in. Welcoming diverse opinions, creative ideas and talent enables us to understand our customers and communities better, and see the world a little differently.

We're also committed to investing in areas where our expertise can have the most impact, with around 10% of annual operating profits going to local causes, both directly and through the Oglesby Charitable Trust. Proud supporters of the arts, we work alongside many organisations to elevate arts and culture across our cities, such as Manchester International Festival, as well as The Royal Exchange on the Bruntwood Prize for Playwriting.

Buildings and space is just the start of our story, we create thriving cities for all.

# Shape your World

Everything we do comes down to our five values. In practice, these will mean something unique to every person at Bruntwood, but if you're considering working here, give them some thought. They've been at the heart of our story for over 40 years. Take a look at our [video](#) to find out more

We really believe that if you're brilliant to work with, you deserve brilliant things in return - from the big important stuff like up to 8% matched pension, 25 days holiday,

private healthcare, employee share scheme and enhanced maternity and paternity leave. Through to the "small perks" that help you out with the little things that matter just as much. At Bruntwood we might work hard, but we have the benefits and rewards in place to help you find that balance and enjoy life too.

**So, work with us and  
shape your world..**



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**Dream &  
deliver**



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**Never sit on  
the sidelines**



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**Be creatively  
commercial**



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**Pay attention  
to detail  
(it matters)**



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**Be brilliant  
to work with**





# Role Profile

## The role: Apprentice People & Talent Coordinator

### Job purpose:

As an Apprentice People & Talent Coordinator you're the heart of our systems and processes and the person that keeps the team moving forward. You'll provide generalist first line support within a busy People & Talent team, making sure that our colleagues have a brilliant, seamless experience from the very beginning.

Working behind the scenes, this role is key in helping the People & Talent team accomplish great things. You will always be one step ahead, foreseeing things that need to be done and focusing on continuous improvement to ensure that our team add value, save time and make things simple.

### What will you be doing:

- You'll be responsible for all of our day to day admin processes throughout the lifecycle of a colleague (from on-boarding to off-boarding and everything in between).
- You'll know all policies and practices like the back of your hand and you will ensure that they are flawlessly executed, on time, every time.
- As first point of contact for the People & Talent Team, you will provide day to day guidance on queries with a mindset to always, no matter what, offer a solution. You'll direct enquiries and connect colleagues to the right subject matter expert when necessary.
- You'll work closely with line managers and the People & Talent team to maintain all records of people-related data such as payroll, personal information, benefits, leavers, training, performance data, turnover rates etc and make sure all employment requirements are met.
- As the owner of our data, you will support with audits to review our practices, policies, procedures and processes. This will require you to think creatively, using a data driven approach to cleanse, organise and in some cases, review how our work is done.
- With a focus on process improvement, you will always be one step ahead, foreseeing things that need to be done and focusing on continuous improvement to ensure that our team add value, save time and make things simple.
- You will provide support to the wider People & Talent team and business on other projects where needed.

# Role Profile

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- You will use your people system skills to provide system support to Bruntwood colleagues, troubleshoot queries about our people systems, and keep the data alive and accurate.
- You'll be responsible for booking and coordinating any learning activities. This will include things like room and lunch booking, communication with attendees, sending pre-work and feedback and being a point of contact for our learning suppliers and learners.
- You'll collaborate with the wider team to create our reports, data and insights.
- You will understand the wider people processes in the team, and work on cyclical people activity including system audits and changes, administration of the pay review process, and any large scale colleague change activities which require system changes or letters.
- You'll work to service level agreements to process letters, system changes, offers of employment and respond to colleague queries, providing a first rate colleague experience.
- You'll be compliance focused to make sure that right to work, GDPR and training compliance needs are met at all times.
- You'll welcome new colleagues to the business and be a point of contact during the onboarding process, and you'll support with coordination and delivery of our new starter induction.
- You'll support the People Advisors and People/L&D Business Partners with first line queries, which might mean walking managers through a process end to end, or attending a meeting to support with note taking.

## What we're looking for:

- We're looking for someone who likes to take on a challenge, whether you're an analytical thinker, a problem solver or you just like to roll up your sleeves and get stuck in.
- You'll be passionate about people and keen to provide an effortless experience in each and every transaction.
- Whilst you'll have lots of support around you, we're looking for a highly motivated self-starter who is looking for more ownership and responsibility in their career.
- You'll be great with numbers and always paying attention to the detail (it matters).
- You must be able to spin many plates at once and be exceptional at prioritising. Things change as we learn so you'll need a degree of adaptability and resilience.
- You'll be a excellent communicator, bringing your personality to work and interacting with people on a human level.
- You'll need a 'can-do' approach to meet quick deadlines and manage colleague expectations.
- As an expert in organisation - you must know your way around a computer and also be able to seek out new solutions that could enhance our ways of working.
- You'll need to have GCSE level 4/C or above in Maths and English to apply for the apprenticeship

## Your apprenticeship

You'll be studying the Level 3 HR Apprenticeship. You'll spend time learning everything that you need in your role as People Coordinator through our chosen training provider, and our internal experts will support you to be able to apply that knowledge in your day to day role. You'll have lots of support with a mentor, a buddy and other apprentices in the business, alongside the People team.

## Your relationships

You'll have great relationships across the whole People & Talent team, understanding our service and processes inside out. You'll report to our People Partners, and work closely with the People Service Manager.

# Benefits of working with us

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## Ways of Working

- **Flexible hours** either side of our core business hours of 10am-3pm
- **Agile working** - work up to 40% of your week wherever it suits you or your role



## Holiday

- **25 days holiday** - plus your birthday!
- **Buy & sell** more holidays if needed
- **Sabbatical** of up to 12 months so you can take a career break after five years with us



## Money

- Up to 8% matched **pension scheme**
- **Enhanced maternity & paternity leave** - plus baby bonus!
- **Free colleague share scheme** starting at 5% of your annual salary each year (subject to hitting profit targets set the previous year)
- **Discounts & cashback** at leading retailers
- **Life assurance** / death in service
- **Rewards** for long service



## Health

- **Employee Assistance Programme** - 24/7 access to mental health, legal & financial support, including counselling
- **Free healthcare cash plan** for all colleagues so you can claim back medical expenses like optical, dentist & physiotherapy. We also offer
- **Free private healthcare** cover on an opt-in basis
- **Fitness classes**, free gym spaces & gym discounts
- **Healthy breakfasts** in our offices



## Development

- **24 'Bruntwood Cares'** volunteering hours per year
- **Learning sponsorship**
- **Interest free learning loans** up to £2000 to pursue your passions
- **Mentoring scheme**



## Travel

- **Interest free travel** to work loans
- **Cycle to work** scheme
- **Car park** discounts

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[bruntwood.co.uk](https://bruntwood.co.uk)