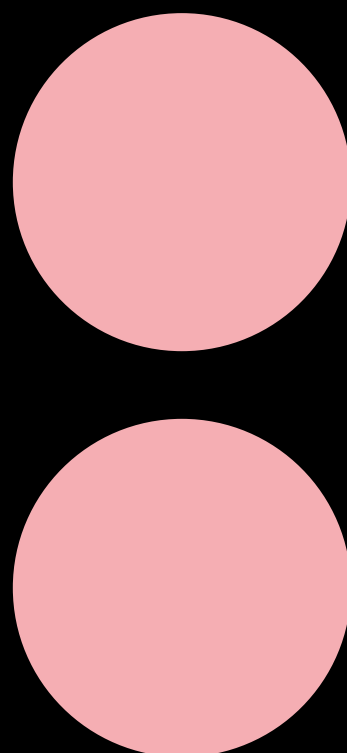


July 2027

Savanta

**Role Specification:
People Operations
Coordinator | Maternity
Cover | 12 Month FTC**



Classified: Private

Location: London (Hybrid, 1-3 days onsite per week)

Business Area: HR

Reports to: People Business Partner

About the Role:

People Operations Coordinator 12M FTC | People | London

The People/HR team is at the heart of Savanta's success, ensuring that employees feel supported, motivated, and engaged in an environment where they can thrive. As a key member of the People/HR team, the People Operations Coordinator will play a crucial role in managing the HR operations with a focus on robust housekeeping, up-to-date documentation, and effective filing systems. The role will involve ensuring smooth, compliant, and efficient operational HR processes, that are aligned with business needs across multiple regions (USA, EMEA and APAC where possible), working closely with People Business Partners in each region.

The People Operations Coordinator will report directly to the People Business Partner and will be responsible for overseeing the day-to-day HR operations, maintaining accurate employee records, and driving process improvements. This position requires strong organisational skills, meticulous attention to detail, and a data-driven mindset, with the ability to collaborate effectively with cross-regional People teams. A key priority for this role is to ensure information is readily accessible, processes are streamlined, and essential hygiene factors are consistently met.

In this role you will have responsibility for (this list is not exhaustive):

HR Record Management:

- Oversee and ensure accurate and up-to-date management of global employee records in BambooHR, proactively spotting and resolving data inconsistencies.
- Maintain well-organised personnel files that are easily accessible for authorised individuals, fully compliant with legal requirements and company policies, including strict confidentiality.
- Advocate for automation of record-keeping where possible to free up time for value-add work.

Filing & Documentation:

- Manage the HR filing system across all regions, ensuring proper organisation, timely updates, compliance with data privacy regulations – conducting regular reviews to identify inefficiencies or areas for digitisation/automation.
- Oversee secure storage and retrieval of HR documents and promote continuous improvement to increase accessibility and reduce manual burden.
- Regularly review and update HR policies, guidance, and templates to reflect current best practices and legislation changes, seeking feedback to drive enhancements.

Operational Reporting & Data Management:

- Provide accurate and timely people data for both local and global reporting, including tracking HR metrics, supporting analysis, and using insights to suggest operational changes and decisions.
- Assist in generating monthly and quarterly HR reports, ensuring data is up-to-date and properly categorised, and advocating for the use of automation where feasible.

Operational Team Support:

- Effectively oversee HR operations activities across regions, ensuring smooth and accurate workflows, timely completion of tasks, and proactive identification of issues.

- Provide training, guidance and mentorship to junior HR team members (such as HR Executives), supporting their development and helping them understand global HR operations processes.

Cross-Regional Collaboration:

- Work closely with People Business Partners in the US, EMEA, and APAC regions to ensure operational consistency and efficient handling of HR queries and processes.
- Respond promptly to employee and manager queries, ensuring timely and appropriate resolutions, and tracking root causes to suggest broader process improvements.
- Act as the first escalation point for regional HR teams to resolve operational challenges, help streamline workflows, and maintain consistency across regions.

HR Process Improvement:

- Continuously seek out and drive improvements to operational HR processes, using data and employee feedback.
- Support global HR projects and initiatives, process standardisation and automation, ensuring alignment with business goals and operational efficiency.
- Oversee all stages of the employee lifecycle to ensure a smooth and reliable employee experience, consistency across regions and up-to-date documentation (including induction packs, probation forms, exit surveys, etc).

HR Systems & Tools Management:

- Optimise HR systems (e.g., BambooHR, Freshdesk) for data accuracy and ease of use, proposing upgrades and new tools to enhance automation.
- Oversee the management of Freshdesk (HR queries ticketing platform), ensuring timely resolution and efficient handling of queries from HR executives.
- Proactively research and propose new systems and processes to drive efficiency and automation wherever possible.

Supporting HR Administration:

- Coordinate payroll preparation, liaising with relevant teams to ensure all data is correct and up to date.
- Coordinate and track the processing of employee benefits, ensuring proper documentation and communication between HR and Finance teams.
- Handle administrative processes for contract variations, parental leave, employee exits, and other HR documentation as needed.

Global HR Meetings & Communication:

- Represent People Operations during global HR meetings, contributing to discussions on operational efficiency, best practices, and alignment with business needs.
- Regularly communicate with HR teams across regions to ensure effective coordination of operations and share updates on relevant changes to policies or processes.

People & Team:

- Support junior HR team members in setting appropriate objectives and professional development, providing coaching and informal guidance as needed.
- Oversee and coordinate the work of more junior members of staff where appropriate, helping ensure quality and consistency.
- Positively contribute to team meetings and initiatives, including active participation in presentations and knowledge sharing discussions.

- Develop and maintain strong working relationships with other team members, acting as a collaborative and supportive team player.

Personal Development / Profile at Savanta:

- Contribute positively beyond core responsibilities, e.g. knowledge sharing, initiatives to drive operational excellence.
- Embody and role model company values.
- Take ownership of personal development and performance expectations, working closely with managers to achieve them, and encouraging a culture of learning and process improvement.

About You:

Operational Expertise: You have a strong understanding of HR operational processes, particularly around documentation management, filing systems, and data integrity.

Organisational skills: You are exceptionally organised, with outstanding attention to detail and accuracy; adept at managing multiple tasks and deadlines simultaneously. You will maintain accurate records, track employee information, and follow the set HR processes effectively.

Proactive and practical: You are always looking for ways to automate tasks, challenge inefficient processes, and raise the bar for team and organisational efficiency.

Data-driven: Confident working with numbers, using metrics and analysis to improve outcomes and support business decisions.

Analytical skills: You can analyse data and metrics to identify trends, issues, and opportunities for improvement, and use that information to develop and implement effective HR strategies.

Flexibility: You quickly adapt to changing business needs and priorities, are comfortable working in a fast-paced, dynamic environment.

Results-oriented: You are focused on delivering results that support the organisation's objectives, including measuring the impact of HR initiatives on the business.

Cultural sensitivity: You understand and are aware of cultural differences and are able to work effectively with diverse groups of employees and stakeholders.

Ethics and integrity: You operate with a high degree of ethics and integrity, ensuring that HR policies and practices are fair, consistent, and compliant with applicable laws and regulations.

Confidentiality: On a daily basis you deal with sensitive and confidential information. Therefore, you must be trustworthy and able to maintain confidentiality.

Communication skills: You are a proven collaborator, with excellent communication skills to interact with Savanta's employees, leadership, and other HR staff members.

Change management: You manage change effectively, including communicating changes to employees, managing resistance, and ensuring a smooth transition.