



Job Description

Job Title:	HR, Volunteer & Lived Experience Panel (H.E.A.R.T.)* Coordinator
Reporting To:	UK HR Lead
Contract Type:	Permanent, Part Time
Location:	Hybrid – London office 2–3 days per week, remainder remote
Salary:	£30,000–£34,000 per annum (FTE), pro rata for part-time hours
Working Hours:	30 hours per week (part-time)

**(Honesty, Experience, Advocacy, Respect, Trust (H.E.A.R.T.))*

Purpose of the Role

The HR, Volunteer, and Lived Experience Panel Coordinator provides operational HR support for all staff, coordinates volunteer and work experience programmes, and facilitates the Lived Experience Panel (H.E.A.R.T). This role ensures smooth HR and people processes, delivers training and development support, fosters engagement through internal communications, and hosts work experience opportunities.

The post-holder will support panel members and volunteers in a trauma-informed, inclusive, and respectful way, connecting them to appropriate resources and ensuring their voices inform service design, policy, research and decision-making. This role strengthens organisational capacity by combining administrative excellence, people coordination, and ethical engagement with lived experience.

Key Stakeholder Relationships

- UK Counter Trafficking Operations Team
- Volunteers and work experience participants
- H.E.A.R.T Panel members

Position in the Organisation

- Direct reporting line to the UK HR Lead
- Dotted line to Head of UK Counter Trafficking Operations

Main Responsibilities

HR Support

- Serve as the first point of contact for HR queries from all staff, providing timely and accurate guidance.
- Prepare HR reports, dashboards and analytics on key metrics such as headcount, turnover, training compliance and engagement trends, providing actionable insights to managers and the leadership team.

- Coordinate end-to-end recruitment processes, including producing offer letters and contracts, scheduling interviews and administering pre-employment checks.
- Conduct inductions and support smooth integration for all new starters, ensuring a positive and smooth onboarding experience.
- Maintain accurate staff records and HR databases, ensuring compliance with organisational policies and GDPR.
- Collate, verify and submit information for payroll processing, liaising with Finance as required.
- Coordinate and administer staff training and professional development programmes, including updating training matrices, tracking completion and reporting on learning outcomes.
- Provide support for employee relations casework and maintain confidential records.
- Coordinate offboarding processes, including system access removal, collection of equipment and completion of documentation.
- Support internal communications by helping to draft, share and manage HR updates, policy changes, organisational news and other communication relevant to all staff.
- Support employee engagement initiatives, including surveys, recognition programmes and feedback mechanisms, helping to strengthen workplace culture.

Volunteers and Work Experience Support

- Recruit, interview, and onboard long-term volunteers and work experience students, including administering safer recruitment checks and conducting inductions.
- Schedule and coordinate volunteer and student placements, matching skills and interests to appropriate roles.
- Host and support work experience students, including organising summer placements, experience days, and bridging activities between meetings.
- Maintain volunteer and student records and databases, ensuring compliance with organisational policies and GDPR.
- Communicate regularly with volunteers and students, providing guidance, updates, and ongoing support.
- Coordinate and support training, guidance, and skill-building sessions for volunteers and students to enhance confidence, engagement, and performance.
- Organise recognition and appreciation activities for volunteers and students to encourage retention and motivation.
- Liaise with other teams to ensure volunteer and student contributions align with organisational needs and programmes.

Lived Experience Panel (H.E.A.R.T)

- Lead the onboarding and ongoing support of panel members with lived experience, ensuring a welcoming, trauma-informed and inclusive environment.
- Build trusted, respectful relationships with panel members, supporting their meaningful and safe participation.
- Proactively identify and respond to panel members' needs, including wellbeing, financial, or psychological support, signposting to appropriate internal or external services, and escalating safeguarding concerns when necessary.
- Uphold best practice in confidentiality, safeguarding, informed consent, and psychological safety, ensuring engagement does not cause harm or re-traumatisation.

- Identify and coordinate meaningful engagement opportunities with internal teams and external partners, advocating for ethical, respectful use of lived experience insight.
- Plan and facilitate meetings, workshops, and consultations, ensuring sessions are accessible, inclusive, and psychologically safe for all participants.
- Communicate clearly and consistently with panel members, ensuring they are informed, prepared, and supported before, during, and after engagement activities.
- Coordinate timely payments, reimbursements, and accessibility support in collaboration with Finance.
- Capture insights from panel engagement and translate these into clear summaries, reports, and recommendations to inform service design, policy, and decision-making.
- Monitor and evaluate engagement quality and outcomes, ensuring contributions are impactful and aligned with organisational values.
- Maintain accurate records, participation logs, and documentation in line with GDPR and safeguarding standards.
- Contribute to the continuous development and improvement of the H.E.A.R.T panel model and approach to lived experience engagement.

Compliance & Ad Hoc Duties

- Ensure day-to-day administrative compliance with HR policies, organisational procedures, and GDPR requirements.
- Undertake any other reasonable duties as requested to support smooth HR, volunteer, and lived experience panel operations.

Person Specification

	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> • Level 3 CIPD/studying towards or equivalent experience • Training in or familiarity with volunteer coordination or equivalent experience • Knowledge of or training in safeguarding, trauma-informed practice, or ethical engagement with people with lived experience. 	<ul style="list-style-type: none"> • Experience in facilitating panels, focus groups, or stakeholder engagement with people with lived experience. • Qualifications or professional development in social justice, survivor-centred approaches, or the charity/NGO sector.
Experience	<ul style="list-style-type: none"> • Experience providing HR administrative support across the full employee lifecycle and record-keeping • Experience (or familiarity with) coordinating volunteers and work experience programmes, including hosting and engagement activities • Experience (or transferable skills) supporting or coordinating panels, focus groups, or stakeholder engagement activities 	<ul style="list-style-type: none"> • Experience in the charity, social justice, or NGO sectors. • Experience supporting safeguarding, governance, or compliance processes. • Experience producing HR or volunteer reports and tracking KPIs.

	<ul style="list-style-type: none"> • Experience administering learning and development programmes or training sessions 	
Skills	<ul style="list-style-type: none"> • Strong organisational and administrative skills, with the ability to manage multiple priorities effectively • Excellent verbal and written communication skills, including internal communications and engagement • Proficient with Microsoft Office and HR/volunteer databases • Ability to work independently and collaboratively across multiple teams • Strong problem-solving and analytical skills • Ability to build trusted relationships with staff, volunteers, students, and panel members • High level of discretion and sound judgement when handling sensitive information 	<ul style="list-style-type: none"> • Familiarity with Microsoft365 • Knowledge of HR compliance frameworks, charity sector policies, and ethical engagement practices. • Training delivery and facilitation skills. • Ability to interpret data and identify trends
Behaviours	<ul style="list-style-type: none"> • Proactive, solution-focused, and able to anticipate needs • Calm, professional, and flexible under pressure • Positive and approachable, contributing to a supportive team culture • Commitment to ethical, trauma-informed, and survivor-centred practice • Alignment with organisational values and mission 	
Other	<ul style="list-style-type: none"> • This role is subject to an Enhanced DBS (Disclosure and Barring Service) Check • Justice & Care is a member of the Misconduct Disclosure Scheme, and this role will follow relevant safeguarding and disclosure procedures. 	