

MOUNTVIEW

Job Description

JOB TITLE:	People Coordinator
RESPONSIBLE TO:	Head of People & Culture
WORKS CLOSELY WITH:	People Partner People & Culture Manager Recruiting Managers

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

MOUNTVIEW

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability	Compassion & Respect	Continuous Improvement
Resilience & Adaptability	Collaboration & Teamwork	Using & Managing Resources
Curiosity & Creativity	Communicating & Influencing	Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

PURPOSE OF THE ROLE

The People Coordinator is a key member of Mountview's People & Culture team, providing essential administrative and operational support across the full range of departmental activities. They are the first point of contact for routine HR queries and play a key role in recruitment administration, contracting, onboarding, offboarding, HR records, compliance checks, and reporting. The post holder also supports learning and development coordination, tracks compliance training, helps deliver wellbeing and engagement initiatives, and ensures that People processes run smoothly and efficiently.

MAIN DUTIES AND RESPONSIBILITIES

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

Recruitment, Onboarding and Offboarding

- Coordinate recruitment administration: drafting and posting adverts, tracking applications, arranging interviews, and liaising with candidates and panels, working alongside the People & Culture Manager.
- Prepare contracts, onboarding packs, and compliance documentation (e.g. right-to-work, DBS, references), ensuring all are completed before start dates.
- Arrange and deliver induction programmes, ensuring staff are welcomed and integrated into their teams and Mountview's culture.
- Support offboarding processes, including preparing leaver documentation, updating systems, scheduling exit interviews, and ensuring assets are returned.

Record-Keeping, Compliance and Reporting

MOUNTVIEW

- Input and update employee data in HR systems, ensuring accuracy and timeliness.
- Maintain accurate HR records across all staff types in line with GDPR and data protection legislation.
- Periodically conduct personnel file audits to ensure compliance.
- Support the People & Culture Manager by collating any manual data required for payroll processing, and preparing contractor invoices for payment as required.
- Support the People & Culture Manager to issue probation and appraisal paperwork and monitor completion, send reminders and collate related documentation, escalating overdue cases to the People & Culture Manager.

Learning, Engagement and Wellbeing

- Assist with coordination of learning and development activities, including scheduling training, tracking attendance, and maintaining training records.
- Provide logistical support for staff engagement and wellbeing initiatives (e.g. events, surveys, workshops).
- Collate staff feedback from surveys, focus groups, and exit interviews for review by senior colleagues.

Staff and Manager Support

- Maintain the People & Culture SharePoint site with current information.
- Prepare and issue routine People communications (e.g. reminders, policy updates).
- Provide first-line responses to routine People queries (e.g. recruitment processes, contract questions, leave entitlements), escalating complex issues to other team members as appropriate.
- Support staff and managers with the use of HR software, escalating issues as appropriate.
- Provide ad hoc administrative support for employee relations cases, such as note-taking and documentation for formal meetings, as directed by the People Partner or Head of People & Culture.
- Provide flexible cover across the department to maintain continuity of service during colleague absence.

Other

- Actively contribute to fostering a positive, inclusive workplace culture in line with Mountview's values.
- Provide cover and carry out any other duties as may reasonably be required in keeping with the nature of the post.

PERSON SPECIFICATION

Knowledge and Experience

- Experience in People administration or a similar role, ideally covering recruitment, contracts, and employee records.
- Understanding of People processes and employment legislation basics (right-to-work, GDPR, DBS, contracts).
- Familiarity with People software systems and data entry.

MOUNTVIEW

Skills and Abilities

- Excellent organisational and administrative skills with strong attention to detail.
- Good written and verbal communication skills.
- Ability to handle confidential information with discretion.
- Strong IT skills, including confidence with databases, spreadsheets, and HR systems.
- Ability to manage multiple priorities and work to deadlines.

Personal Qualities and Attributes

- Proactive, eager to learn, and willing to take ownership of tasks.
- Approachable, customer-focused, and able to build positive relationships with staff at all levels.
- Committed to confidentiality, professionalism, and fairness.
- Alignment with Mountview's values, with a strong commitment to equity, inclusion, and wellbeing.

TERMS AND CONDITIONS

Salary: Circa £31K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.

MOUNTVIEW

- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.
- Reduced membership rate at Peckham Pulse leisure centre for all Mountview staff.

RECRUITMENT PROCESS

Closing date: Tuesday 20 October at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

Mountview is committed to diversity and is an equal opportunities employer. We would particularly like to encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.