

Role Profile – The What, The Where, The How

POSITION	People Administrator		
TEAM	People and Culture	LOCATION	Coastline House
VERSION	1	LAST UPDATED	April 2026

THE PURPOSE OF THIS ROLE IS TO

To provide effective administrative support to the People and Culture team and to deal with basic HR queries.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Supporting the Senior HR Administrator with the starter and leaver administration processes.
2. Providing cover for the People and Culture inbox, dealing with basic HR queries from both internal and external customers and forwarding queries to the relevant P&C team member/manager.
3. Supporting the Learning and Development team with administration tasks as required.
4. Supporting the HR Coordinator with recruitment administration tasks as required.
5. Supporting the Communications team with administration tasks as required.
6. General administrative support to the People and Culture Team, including: ordering flowers, name badges and other required items, displaying posters, updating and making changes on the HR software system, producing ID badges etc
7. Supporting the administration for the colleague away day, new starter event, careers fairs and other events as required.

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
 - Put our customers first
 - Be open, honest and accountable
 - Value each other
 - Strive to be the best
 - Good standard of education, with a GCSE Maths and English or equivalent
- Some experience in the following would be an advantage:**
- Administrative experience in a busy office environment
 - Experience of providing a high-quality customer service, dealing with queries and providing advice.
 - Excellent organisation and administrative skills.
 - Proficient IT skills including Microsoft Office

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to the Senior HR Business Partner

CONTACTS

Internal

- All managers and colleagues across Coastline

External

- Members of the public
- Suppliers



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