We are excited to be hiring an **HR & Office Coordinator** to join the IWGB. You will provide HR and office coordination and administrative support to the union, maintaining accurate employee records, coordinating agreed HR processes and helping staff access the support they need. This is a rare opportunity for someone with exceptional administrative and people skills to join our growing union.

Who we are

The Independent Workers' Union of Great Britain (IWGB) is a bold and dynamic union which consists of mainly low paid, migrant and/or precarious workers, such as outsourced cleaners and security guards, workers in the so-called "gig economy", such as cycling instructors and Uber drivers, and foster care workers.

The role

The role is permanent for 21 hours per week . Ideally these will be worked M/W/F or 21 hours over 5 day but we are open to discussing a mutually beneficial working pattern with the right candidate. This role is based in our Bethnal Green Office (London) and is not suitable for remote or hybrid working.

Duties will include:

HR administration and coordination

- Coordinate recruitment administration in collaboration with Line Managers, including advertising vacancies, compiling applications, providing communications templates and undertaking required pre-employment checks. Selection decisions remain with the recruiting manager and panel.
- Maintain accurate, secure employee files and prepare contracts and Statements of Change using agreed templates and approved information.
- Coordinate new starter, probation and leaver administration, including tracking key dates, arranging exit interviews and coordinating with relevant colleagues about equipment and access requirements.
- Provide approved information about starters, leavers, contractual changes and relevant absences to payroll, within agreed deadlines.

- Maintain and track annual leave entitlements and records of sickness and other leave. Leave approval and decisions about absence management remain with the relevant manager.
- Support the Head of Operations & HR with policy review, development and implementation through research, consultation, administration, document updates and tracking agreed actions. Policy approval remains with the appropriate decision-making body.
- Coordinate staff training in line with agreed policies and priorities, including scheduling, communications, attendance records and follow-up.
- Keep shared HR resources, including the Staff Handbook and staff Notion site, current and accessible, using approved content.
- Develop and coordinate the induction process with the Head of Operations & HR and relevant managers, and track completion of agreed induction activities.
- Support the development and coordination of annual 360 feedback reviews, including guidance, scheduling, secure administration and completion tracking. Managers retain responsibility for discussing feedback and agreeing development or performance actions.

Staff support and safeguarding

- Act as an accessible and confidential HR point of contact in the office, listening to staff concerns, explaining available support and reporting options, and referring matters through agreed processes.
- Explain the limits of confidentiality and share information only where necessary and in accordance with organisational policies.
- Refer matters requiring specialist HR advice, formal decisions or complex case management to the Head of Operations & HR or the designated alternative contact where there is a conflict of interest.
- Act as a Safeguarder in accordance with the union's Safeguarding Policy, including receiving concerns, making appropriate records and promptly following agreed reporting and escalation procedures.
- Where required, complete the training for safeguarding and health and safety responsibilities and work within the agreed authority of these roles.

Office administration and health and safety

- Respond to general membership enquiries email and direct branch queries, casework, legal enquiries and urgent concerns to the appropriate person or team.
- Coordinate the day-to-day running of the main office at St. Margaret's House, including office staffing rotas, supplies, printers and liaison with building management about access, maintenance and repairs.
- Coordinate office access arrangements, maintain equipment records and support the provision and return of equipment for starters and leavers, working with relevant colleagues.
- Order supplies and arrange routine repairs within agreed budgets and approval limits.
- Provide administrative and logistical support to the Democracy Subcommittee for the delivery of the AGM
- Act as the office Health & Safety Officer, coordinating agreed checks, risk assessment reviews, incident records and follow-up actions.
- Liaise with building management and relevant colleagues on fire safety, first aid and emergency arrangements.
- Promptly escalate hazards, incidents and outstanding safety actions to the Head of Operations & HR. Management retains responsibility for organisational health and safety decisions and resources.

Working arrangements and accountability

- Agree workload, priorities and deadlines with the Head of Operations & HR using agreed systems and raise competing demands, capacity pressures and delays promptly.
- Plan ahead for recruitment, the AGM, annual reviews and other periods of increased demand, identifying where additional support or cover is needed.
- Maintain clear process notes and handover information to support continuity during absence.

- Handle membership and employee information securely and in accordance with the union's data protection, confidentiality and records management procedures.
- Identify practical improvements to administrative processes and agree changes with the Head of Operations & HR.
- Work within agreed procedures, spending limits and delegated authority, referring matters requiring specialist advice or management decisions to the appropriate person.

The above outlines the key tasks and responsibilities of the postholder and is not exhaustive. Duties may evolve to reflect the Union's needs and the postholder's development. Any significant changes to scope or workload will be discussed with the postholder and considered alongside contracted hours, priorities and available support.

Person specification

We are interested in receiving applications from individuals with a passion and commitment for social justice, the trade union movement and human rights. We are happy to consider transferable skills and experience which individuals could bring to the role.

Essential

We expect the successful candidate to have:

- Experience of administrative or coordination work involving accurate records and managing competing priorities.
- Strong organisational skills and the ability to plan work, track deadlines and raise concerns.
- Warm, approachable and clear written and verbal communication skills.
- Experience of using shared digital systems, databases and spreadsheets, with attention to data quality.
- Ability to provide individual support to those who may be upset or distressed and navigate difficult situations with compassion and diplomacy

- Ability to handle sensitive information discreetly and understand the limits of confidentiality.
- Ability to follow procedures, exercise sound judgement and recognise when a matter needs referral or escalation.
- A collaborative approach to supporting colleagues and responding to member enquiries.
- Willingness to complete relevant HR administration, safeguarding and health and safety training.
- Commitment to equality, accessibility and the values of the union.

Desirable

It would be advantageous for the successful candidate to have:

- Experience of HR administration, including recruitment and employee records.
- Experience of membership administration or subscription systems.
- Experience of office coordination or event administration
- Relevant safeguarding or workplace health and safety training.

Relevant practical experience may have been gained through employment, volunteering or independent work. Formal HR qualifications are not required where the applicant can demonstrate the necessary skills and experience.

Pay and annual leave

- Annual salary of £33,579 (pro rata £20,147 for 21 hours per week) salary will be adjusted in line with any London Living Wage uplifts
- Generous leave entitlement of 30 days annual leave per year not including bank holidays (prorated for part time staff)
- We believe in pay parity so everyone at IWGB earns the same hourly rate of pay

Benefits

- Flexibility around working patterns and hours

- Day 1 access to our Employee Assistance Programme, including mental health, wellbeing and counselling support.
- Hybrid working options (dependant on position)
- High employer pension contributions: 6% employee-paid and 13% employer-paid pension
- Equal maternity and paternity pay enhancements for parents

How to apply:

You can download an application form from the 'Work with us' page of our website. Please send your completed application form with the subject "HR & Office Coordinator job application" to applications@iwgb.co.uk by 5pm, Monday November 16, 2026. Please let us know in your email where you have seen our advertisement so we can improve our hiring processes.

Who is the IWGB?

Founded in August of 2012, the IWGB now consists of 12 branches. The branches are highly autonomous and lead on campaigning for better pay and conditions in their industry. IWGB campaigns are known for being bold, vibrant, loud and effective. In addition to campaigning, the IWGB's Legal department is also highly active, providing representation on a range of employment matters such as disciplinary processes, grievances, private hire licensing, and employment tribunals. The IWGB organises social events for members, Spanish and English classes, and holds regular meetings where members can engage and feed into policy. We are a democratic organisation with all officials being regularly elected.

As an organisation that fights for workers' rights, we strongly believe no applicant or employee should face discrimination or harassment based on their gender, race, ethnicity, sexual orientation, disability status, age, or marital/domestic partner status. You can read more in the IWGB Statement of Inclusivity. Please let us know if you have any requirements for interview.

Above all, we're looking for someone with empathy and the determination to support workers who fight for better conditions.

The interview process:

We like to be open and up front with what our hiring process looks like so people know what to expect. Below is our standard recruitment process.

Review candidates

Once the advertisement has closed, a shortlist of candidates will be selected by the hiring committee to proceed to the next steps. Only those selected for interview will be contacted.

Remote interviews

Shortlisted candidates will be interviewed via Zoom by a panel of IWGB elected officials and/or staff. Candidates will be interviewed by the same panel to ensure consistency. Please make us aware in advance of any reasonable adjustments you may require to engage as fully as possible in the interview process.

Following these interviews, it is possible that there will be a second stage of interviews.

Scoring and appointment

During the interview each panel member will use a points based system to score candidates against the persona criteria outlined in the job description. The successful candidate will be appointed based on the total combined score by all panel members.

Outcome

All those interviewed will be contacted to share the outcome of their interview.