

# Role Description

**Role Title:** People and Talent Co-ordinator

**Department:** HR

**Reports to:** Head of People and Culture

## About Pikl

Pikl is on a mission to enable the growth of digital marketplaces, starting with vacation rentals. We design and deliver insurance-enabled solutions that help platforms, property managers and owners unlock new revenue and deliver better customer experiences.

Founded in 2016, we began by protecting individual hosts and homeowners with specialist holiday-let cover. That experience now powers our insurance-enabled products, which increase participation, lift conversion and drive revenue across the marketplace value chain: platforms, homeowners and guests.

With offices in Norwich and London, and plans for international expansion, we work with some of the most recognised brands in travel as well as major insurance aggregators.

## Our Values

At Pikl, our values are the foundation on which our success is built. They guide how we work together, how we make decisions for customers and colleagues, and what we recognise and reward.

### Possibility

We think big and are fearless in turning challenges into opportunities. We stay curious, test ideas and learn quickly.

### People

We put people first, building relationships rooted in empathy and trust. We respect, include, and learn from one another. We celebrate progress.

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People and Talent Coordinator



## Progress

We unlock growth opportunities for our customers and each other yet make it our personal responsibility to own actions and see them through.

## About the role

The People & Talent Coordinator plays a key supporting role within the People & Culture function, working closely with the Talent Acquisition Partner to deliver a smooth and efficient recruitment experience while also supporting the wider HR team.

This role has a strong focus on coordination, systems and process improvement, helping to ensure that recruitment and HR administration run smoothly and that data, systems and automation are used to enhance how we work. It is an ideal opportunity for someone who enjoys organisation, accuracy and continuous improvement and who is eager to learn and develop a deeper understanding of the full employee lifecycle. The role offers the chance to build practical HR skills while contributing to a high-performing, efficient People function.

## You will

### Recruitment Support

- Assist with the end-to-end recruitment process, supporting the Talent Acquisition Partner with role administration and candidate management
- Schedule interviews and liaise with candidates and hiring managers to ensure a positive and seamless experience
- Assist with the preparation of job adverts and post roles across relevant platforms
- Maintain accurate candidate records within the ATS and ensure data is kept up to date
- Support offer administration and pre-employment checks where required

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## HR & People Administration

- Provide administrative support across the employee lifecycle, including onboarding and documentation
- Maintain accurate employee records across HR systems and ensure data integrity at all times
- Support the preparation of contracts, letters and HR documentation

## Systems & Automation

- Support the effective use of the HRIS and ATS ensuring processes are followed and data is accurate
- Assist in identifying opportunities to improve processes through better use of systems and automation
- Help maintain dashboards, trackers and reporting to support People & Culture activity

## Benefits

- To assist with the coordination of employee benefits, which includes setting up new members and the processing of benefit changes.
- Ensure all benefit queries and questions are resolved in a timely manner

## General Support

- Act as a reliable point of coordination for the People & Culture team
- Support projects and initiatives as the function continues to grow and evolve
- To assist with various projects ensuring projects are on time and deliver the required objective
- Support the delivery of employee engagement initiatives and internal communications
- Coordinate training and development activity across the business

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## About you

- A minimum of CIPD level 3 is essential
- Experience of working with HRIS is essential, HiBob would be an advantage
- Experience supporting recruitment and HR activity in a Coordinator or Administrator role
- Excellent attention to detail and a high level of accuracy in your work
- Strong organisational skills with the ability to manage multiple tasks and priorities
- Comfortable working with systems, data and processes, with an interest in improving efficiency through automation
- Confident communicator with a professional and approachable manner
- Proactive, reliable and keen to learn within a fast-paced, growing environment

## Why work at Piki

- Flexible working conditions, access to an incredible in-person working space
- Support from an awarding-winning CEO & Founder
- Competitive Package
- Annual holiday entitlement of 25 days plus bank holidays
- 35 hour working week
- Death in service scheme
- Access to wellbeing services
- Training and development opportunities
- Social events

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