

Job Description

Job title	HR Officer
School / department	Human Resources
Grade	5
Line manager	HR Operations Manager

Main purpose of the job

Provision of a first-class HR support service to the University, acting as first point of contact for queries from managers and staff and providing administrative support across the full employment cycle. Each HR Officer supports designated schools and professional support departments and their colleagues across the HR team.

Key areas of responsibility

HR Administration

- Act as first point of contact for enquiries from staff and managers, dealing with issues relating to HR policies and procedures, terms and conditions of employment, recruitment and escalating matters as necessary.
- Support resolution of user issues relating to the 'MyView' self-service system.
- Monitor the generic human resources inboxes, dealing with all queries and referring to others as appropriate.
- Deal with all enquiries, e-mails, correspondence and telephone calls in a professional, confidential and timely manner.
- Provide general administrative support and cover to the HR team.

Recruitment, Onboarding & Offboarding

- Ensure that contracts of employment are issued to staff accurately and timely.
- Ensure that Staff files are created and maintained.
- Being actively involved in end-to-end recruitment processes by preparing job descriptions, posting ads and managing the hiring process, liaising with the HR Operations Manager, line manager and external organisations as necessary.
- Support with organising interview schedules, invite shortlisted applicants to interview, co-ordinate responses and ensure that all information is updated on the e-recruitment system.
- Participate in the selection and appointment of staff.
- Input and process information on new starters, leavers, contractual changes and absence management into the HRIS, ensuring all document processes are completed.
- Process documentation for probationary periods.
- Ensure that the exit survey is issued to all leaving employees and that they are given the opportunity to request an exit interview.
- Issue correspondence relating to employee benefits – e.g. cycle to work, electric vehicle scheme, etc.

- Work proactively with the HR Operations Manager and HR Partner, sharing information as necessary.

Employee Relations

- Provide support to the HR Partners with case work, including preparing documentation for meetings, note-taking and drafting letters.
- Advise line managers on processes and issues relating to the employment of hourly paid lecturers and temporary staff.
- Maintain a working knowledge of HR legislation and best practice.

Compliance and Projects

- Ensure that employees, or potential employees, meet the necessary legal or regulatory requirements for immigration status, qualifications etc. promptly raising concerns to the HR Operations Manager.
- Support the development and implementation of HR initiatives.
- Accountable for departmental projects and other projects related activities as assigned.
- Actively contribute to review and improvement of HR processes and systems.
- Work on protecting and archiving personal data and information; ensuring compliance with data protection.
- Ensure the confidentiality of records and the security of resources and equipment in the office.
- Carry out the duties and responsibilities of the post at all times in accordance with the University's policies and procedures including the Equal Opportunities Policy.

In addition to the above areas of responsibility the post-holder maybe required to undertake any other reasonable duties relating to the broad scope of the position, commensurate with the post, and in support of the University.

Person Specification

	Criteria	Essential or Desirable ¹	Demonstrated ²		
			Application	Interview	Test / Exercise
Qualifications and/or membership of prof. bodies	Educated to degree level or have demonstrable equivalent work	Essential	X	X	
	CIPD Qualified	Desirable	X	X	
Knowledge and experience	Experience of working within an HR role	Desireable	X	X	
	Administrative experience within a busy environment	Essential	X	X	
	Experience of dealing with challenging individuals	Essential	X	X	
	Experience of working in the education sector	Desirable	X	X	
Specific skills to the job	Excellent IT Skills	Essential	X	X	
	Ability to take notes at meetings and produce accurate summaries	Essential	X	X	
General skills	Proven ability to deliver excellent customer service	Essential	X	X	
	Good organisational and administrative skills	Essential	X	X	
	Attention to detail and accuracy	Essential	X	X	
	Ability to communicate with a wide range of stakeholders	Essential	X	X	
	Ability to prioritise work effectively	Essential	X	X	
	Ability to work effectively in a team	Essential	X	X	
	Able to observe high level of confidentiality	Essential	X	X	
	Positive “can-do” attitude and proactive	Essential	X	X	

Disclosure and Barring Scheme Is a DBS Check required: DBS (This post does not require a DBS check)

Before making a selection, please refer to the University's [Disclosure and Barring Checks Guidance for Staff](#) and [Criminal Convictions, Disclosures and Barring Staff Policy and Procedure](#). If a DBS check is required for the role, a **Check Approval Form** will need to be completed.

¹**Essential Criteria** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements, to determine which applicants to shortlist.

²**Demonstration:** Select the Recruitment Process stage at which the candidates will have to demonstrate that they meet the criteria. Criteria which have to be demonstrated at application stage should be mentioned in the Recruitment Information Pack as Pre-Selection/Killer Questions, Shortlisting Questions or Shortlisting Criteria. Other criteria should be evaluated and tested at interview stage (e.g. through interview questions) or through additional tests, exercises or presentations. Criteria can (and should) be demonstrated at multiple stages.