



JOB DESCRIPTION

Job Title:	Human Resources Officer
Department / Unit:	Human Resources
Job type	Professional Services
Grade:	7
Reporting to:	Deputy Head of Human Resources Operations
Responsible for:	Human Resources Assistants
Job purpose:	
Working in conjunction with the another Human Resources Officer the post holder will use their strong human resources knowledge to manage, on a day to day basis, the provision of an effective, proactive operational human resources service for the College seeking advice and support as required. The post holder will provide advice and support to managers, employees and colleagues on human resources matters, ensure even allocation of workload, provide training and development for the team, undertake performance development reviews and manage any performance or other issues as required. The post holder will need to build and maintain strong working relationships with all colleagues to provide an effective service.	

Key tasks
Human resources support and advice <ul style="list-style-type: none"> • To provide team members, managers, employees and human resources colleagues with advice on the implementation of policies and procedures in accordance with College policies, employment legislation and good HR practice • To attend meetings, as appropriate, advising on the implementation of human resources matters as set out above • To advise managers on employee relations matters escalating to the Human Resources Business Partner as applicable • To advise managers and employees and workers on right to work and vetting and barring requirements relating to employment and oversee appropriate actions are taken including submission of certification of sponsorship applications and vetting and barring applications as appropriate
Human Resources Administration <ul style="list-style-type: none"> • To oversee the production of human resources contractual information and data onto the HR and Payroll system and online system for approving and actioning changes, working closely with the Human Resources Systems Team as applicable. • To check and sign letters as applicable ensuring authorisation is obtained to meet College and other audit requirements.

<ul style="list-style-type: none"> • To add data to the HR and Payroll and online recruitment system for processing ensuring timely and accurate entry to allow for accurate payroll processing • To oversee the retention of accurate employee and worker data in the agreed manner • To run and manipulate records as per agreed process and/or needed and to ensure timely and effective distribution and follow up • To oversee the recruitment and new starter process for non advertised posts ensuring accurate and timely pre-employment checks are completed and payment for work is made in the appropriate period
<p>Team management</p> <ul style="list-style-type: none"> • Working with the other Human Resources Officer to manage the workload and performance of the Human Resources Operations team on a day to day basis escalating queries as applicable to the Deputy and the Head of Human Resources Operations. • To undertake performance development reviews and training and development for the team in conjunction with the Deputy and the Head of Human Resources Operations ensuring that development needs are raised appropriately • To manage any issues arising in the team i.e. performance or conduct ensuring that these are managed appropriately in consultation with the Deputy/Head of Human Resources Operations • To build and maintain strong working relationships with the team to allow for effective operation of Human Resources Operations • To proactively identify and action, as appropriate, changes to processes and systems to allow for effective team working and delivery of Human Resources Operations in consultation with the Deputy/Head of Human Resources Operations
<p>Communications</p> <ul style="list-style-type: none"> • To develop and maintain strong working relationships with stakeholders including schools and departments and other linked services i.e. Payroll to ensure effective delivery of the Human Resources Operations service • To provide clear and effective communications to the team and stakeholders to ensure appropriate actions and messages are conveyed in an appropriate and effective manner
<p>Policy development</p> <ul style="list-style-type: none"> • To feed into and work with colleagues to develop human resources policies and procedures taking a lead on assigned actions, as applicable
<p>Rewards and benefits</p> <ul style="list-style-type: none"> • To ensure effective processing of a range of benefits by the Human Resources Operations Team i.e. cycle scheme • To work with human resources colleagues managing the rewards processes to ensure timely and accurate processing and maintenance of accurate records for promotions, professorial banding advancement, probation confirmation, regrading requests, market supplement payments and other changes as applicable
<p>Training and development</p> <ul style="list-style-type: none"> • To provide training and support for the Human Resources Operations Team on a one to one or group basis as applicable and inputting in wider training provided by the Organisational Development Unit as applicable to College members • To provide training for human resources stakeholders in the College on HR processes i.e. the student worker process and checking right to work documents
<p>Other</p> <ul style="list-style-type: none"> • To work proactively as a member of the Human Resources Operations Team providing cover where necessary and working with the HR Officers and Head of HR Operations to seek improvements to service delivery.

- To undertake other duties and projects as directed

Other Duties:

To demonstrate and maintain commitment to continued professional development

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive but the post holder will be required to liaise with:

- Colleagues within the College including Departmental Managers, Heads of Departments, Finance and IT Colleagues
- College employees and workers
- Human Resources colleagues i.e. Human Resources Business Partners, Organisational Development, Human Resources Systems Team
- External networks e.g. colleagues in other Universities

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable
Knowledge, Education, Qualifications and Training		
First degree	X	
CIPD qualified to level 5	X	
CIPD qualified to level 7 or equivalent experience	X	
Knowledge and understanding of the higher education sector.	X	
Good working knowledge of key employment legislation and its application	X	
Experience of using a job evaluation scheme	X	
Experience of assessing roles using HERA		X
Skills and/or Abilities		
Excellent ability to prioritise effectively.	X	
Excellent time management skills.	X	
Excellent communication skills.	X	
Ability to work independently and as part of a team.	X	
Close attention to detail and ability to maintain work of a high standard	X	
Ability to work well under pressure and meet tight deadlines	X	
Good analytical and IT skills	X	
Excellent team management skills	X	
Experience		

Significant demonstrable experience of successfully working and supervising/managing in a full HR function providing advice and administrative support.	X	
Experience of successfully identifying and improving policies, procedures and processes	X	
Significant experience of successfully working with a range of human resources IT systems and applications including an HR and Payroll System and online recruitment	X	
Experience of working with Resourcelink HR and Payroll System, Stonefish on-line recruitment system and Agresso finance system		X
Experience of working with sensitive and confidential data and a good working knowledge of GDPR requirements	X	
Significant experience of successfully working with a range of management information manipulating and presenting data as appropriate	X	
Experience of successfully developing and maintaining effective working relationships with a wide range of stakeholders	X	
Experience of helping with the management of change management processes	X	
Experience of direct involvement with implementing new HR IT systems		X
Experience of successfully managing/supervising a full life cycle human resources operational team	X	
Other requirements		
Customer focused approach.	X	
Excellent understanding of equality and diversity legislation and good practice and commitment to its application	X	

Date: 29/01/19