Job Title: Deputy Head of HR Operations

Department / Unit: Human Resources

Grade: RHUL 8

Accountable to: Head of HR Operations

Accountable for: HR Operations team (2 x HR Officers, 1 x Recruitment and Retention Manager, 3 x HR Advisers, 1 Reward and Policy Adviser and 6 HR Assistants)

Purpose of the Post

The post holder will assist the Head of HR Operations in ensuring the provision of a high quality operational HR function delivering transactional services to support the College’s strategic aims. The post holder will work with the Head of HR Operations to manage the HR Operations team. The post holder will also be expected to take the day to day lead on a range of designated HR projects and initiatives to develop the HR function, streamline and effectively resource the workforce and ensure good practice is adopted and the College is legally compliant.

The post holder will manage the development, review, implementation and promotion of Human Resources’ policies and procedures. They will manage the College’s rewards and benefits processes for both academic and professional services staff managing strategic reward projects and operational aspects of HR reward functions through organisational, developmental and promotional activities and the provision of senior administrative support in relation to reward and benefits.

The post holder will work with a range of stakeholders throughout the College to ensure that HR Operational Services deliver efficient, consistent and professional services to meet the needs of the College.

Key Tasks

Projects

- Working with the Head of HR Operations, to lead on a day to day basis on a range of HR projects, as directed, to improve and transform HR operations and underpin to the overall objectives of the College
- To identify training needs and to devise and deliver training and briefing sessions as applicable, working with other colleagues in HR as appropriate
- To undertake presentations and present proposals/findings to a wide range of stakeholders
## Operational
- To work with the Head of HR Operations to ensure an effective HR Operational Service is provided to the College to meet legislative, compliant and good practice requirements
- To work with the Head of HR Operations to lead on the design, improvement, implementation, maintenance and monitoring of HR policies and processes related to HR Operations
- To work with the Head of HR Operations, HR Systems team, IT Services and College users to ensure that IT systems facilitate an effective HR Operational Service.
- To be closely involved with the improvement of the HR/payroll integrated information system from an operational perspective.
- To work with the Head of HR Operations and College stakeholders to develop a range of management information and distribution methods to develop the HR function and help the College achieve its strategic aims.
- To work closely with HR colleagues to provide a streamlined, proactive HR service including the development and use of professional accurate and user friendly documentation.
- To develop and maintain strong working relationships with a range of stakeholders including finance and in particular payroll to facilitate the delivery of an excellent HR operational service.

## Policy Development
- Responsibility for leading on the review, rewriting and maintenance of the College’s HR policies and related documents ensuring best practice including reference to ACAS guidelines, legal compliance and adherence to College rules and regulations to promote the achievement of College strategic objectives in a timely manner.
- To assist the Director of Human Resources, Head of HR Operations and Head of HR Business Partnering and Employee Relations as appropriate in consultation with the trade unions, staff groups and other stakeholders in ensuring the timely and best practice implementation of HR policies and related documentation.
- To undertake benchmarking exercises and work with others in the sector and wider field to develop knowledge and enhance the reputation of the College.
- To promote new and revised policies and procedures effectively to stakeholders through a range of different formats including direct training, documentation and other formats as relevant.
- To produce and maintain a policy template to assist those with responsibility for policy design.
- To ensure that an Equality Impact Assessment is produced for all policies and all policies are produced with reference to equality and diversity good practice.

## Reward Matters
- Working with the Head of HR Operations, Director of Human Resources and other senior stakeholders to lead on the design and implementation of all the College’s reward policies and overall strategy (and related documentation) working closely with key stakeholders to promote College objectives. Matters to include career pathways, promotion, probation, performance awards, professorial banding, sabbatical leave.
- To lead on the planning, design and delivery of training, briefings, workshops etc. in support of reward design and implementation.
- To be the lead College job evaluation expert in relation to the College’s job evaluation schemes HERA and Hay job evaluation and to ensure the timely and accurate grading of all roles through assessment and job matching of roles. To ensure that College’s grading and pay policies are applied accurately.
To research and collate pay and reward data, monitor, analyse and present statistical information including benchmarking data for reward committees and as directed to inform the design of reward processes

To ensure identified HR colleagues and other HERA role analysts and Chairs remain up to date and skilled in the use of HERA, providing regular training as required, to ensure consistency of application when grading new and revised roles.

To ensure that the College's pay policy including changes to the nationally agreed pay scales are applied accurately in a timely manner

Working closely with the HR Systems team on completion of salary and other reward related surveys and on updating HR Information relating to pay, including annual cost of living awards, national minimum wage and the living wage.

To ensure the appropriate use of market supplements and allowances and ensure regular review using expert knowledge and benchmarking data

To take the lead in the conduct of Equal Pay Audits and Gender Pay gap analysis and related activity.

Benefits

To lead on the design, support and maintenance of the College's range of benefits including childcare vouchers, nursery care and bike to work scheme

Reports and Committee support

To research and prepare a range of briefings and reports for Colleges committees and others as directed by the Director of HR and head of HR Operations including the College Executive, Planning and Resources Committee and Remuneration Committee as required.

To be the lead on provision of professional and high level administrative support to policy and reward related committees including the Market Supplement Group, reward related panels and Remuneration Committee (as required and in liaison with the College Secretary’s Officer).

Training

To assist in the planning and delivery of training, briefings, workshops etc. in relation to HR Operations matters and policies and reward procedures as necessary.

Website

To proactively input into website development and maintenance for the HR Department ensuring timely updates and good practice is adopted to promote excellent representation of the HR Department to users.

Other

To develop and maintain professional networks and membership of best practice groups to be “ahead of the game” in respect of HR Operational and policy and reward matters

To ensure that the College’s commitment to equality of opportunity and diversity is reflected in all aspects of work

To build and maintain a network of internal and external contacts and to research best practice in order to bring forward ideas for continuous improvement in relevant to the role

Working closely with the Equality and Diversity Officer, contributing to and supporting the College equal pay audits and subsequent action plans

Other Duties
PERSON SPECIFICATION

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

Job Title: Deputy Head of HR Operations

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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:
- Royal Holloway managers, staff, workers, visitors and students.
- Payroll and Finance colleagues
- All members of HR
- External IT systems and other suppliers
- Colleagues in other Universities and organisations

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<p>| Ability to work well under pressure and meet tight deadlines | X |
| Strong analytical and IT skills | X |
| Strong customer service skills | X |
| Strong presentation skills | X |
| <strong>Experience</strong> | |
| Significant experience of successfully working in a similar role | X |
| Significant experience of successfully managing a large full service operational team | X |
| Extensive experience of successful policy design and implementation | X |
| Experience of proactively leading on the design of reward policies and processes and structures and seeing them through to implementation | X |
| Significant experience of using reporting systems and management data to produce own reports to inform role | X |
| Experience of working with an integrated HR/Payroll system. | X |
| Experience of working with ResourceLink HR and Payroll System and Agresso finance system | X |
| Experience of working with sensitive and confidential data | X |
| Significant experience of applying employment legislation and best HR practice knowledge in a busy working environment | X |
| Significant experience of working effectively with a wide range of stakeholders at different levels of an organisation to achieve desired results | X |
| Significant experience of building strong working networks with others in the HR field and using these to benefit an organisation | X |
| Significant experience of designing and delivering training and coaching as appropriate | X |</p>
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