



JOB DESCRIPTION

Job Title:	Human Resources Officer - Reward and Benefits
Department / Unit:	Human Resources
Job type	Professional Services
Grade:	7
Reporting to:	Deputy Head of HR Operations
Responsible for	n/a
Job purpose:	
<p>The post holder will provide an innovative, and effective reward and benefits service, taking forward and ensuring the timely administration of reward and benefits processes whilst working closely with a wide range of stakeholders including end-users, trade unions, College management, HR colleagues, and external suppliers.</p> <p>The post holder will provide effective HR advice for reward and benefits issues, and support the processes, including academic promotion, professorial banding, job evaluation, academic probation, sabbatical leave, performance and recognition awards and a range of benefits including nursery and bike scheme.</p>	
Key responsibilities and outcomes: (most frequent duties first)	
<p>Main Responsibilities</p> <ul style="list-style-type: none"> • To be the day-to day operational lead on job evaluation and grade checking • To oversee the management/development of professional services career pathways and the apprenticeship scheme with the Organisational Development and HR colleagues as applicable • To oversee benefit management and process, and provide advice on College benefits, including performance and recognition, workplace nursery, cycle to work, and eye care • To assist with HR policy and process development • Stakeholder management • To research and benchmark Reward and Benefits data • To provide support for College strategy linked to Rewards, Benefits and Policies • To manage the Reward and Recognition inboxes, including resolving and responding to queries in a timely and effective manner • To manage and develop Academic Reward processes, including promotion, banding, sabbatical, and probation • To overseeing the honorary appointments process • To work with governance to ensure reporting through appropriate committees 	

<p>Reward</p> <ul style="list-style-type: none"> • To provide advice and HR support to members of the Academic and Staffing Titles Committee and its subgroups in helping to manage the processes under its remit including academic promotion, professorial banding, sabbatical leave, academic probation, honorary appointments. • To undertake job evaluation and to provide advice and administrative support to the College's job evaluation scheme (HERA) to ensure that the process is managed in a timely and effective manner. • To provide advice and administrative HR to the College's performance and recognition awards ensuring these are managed in a timely and professional manner • Working with the Deputy Head of HR Operations to provide advice and administrative HR support on additional pay issues, such as Market Supplements, undertaking research and benchmarking, as applicable.
<p>Benefits</p> <ul style="list-style-type: none"> • To administer the College nursery provision and salary sacrifice scheme liaising with the nursery, Payroll and users of the nursery as applicable to ensure correct payment and provision of services • To research, benchmark and review the College's benefits offering • To promote and develop the range of benefits offerings available to College staff ensuring maximum take up
<p>Policy Development</p> <ul style="list-style-type: none"> • Working with the Deputy Head of HR Operations to ensure that the College's HR policies and processes meet statutory and good practice requirements • To produce policies and procedures relevant to the role
<p>Management Information</p> <ul style="list-style-type: none"> • To use a range of IT systems to ensure the delivery of a timely and effective service i.e. an HR and Payroll System, online recruitment system and finance system for the processing of relocation claims. • To source and manipulate a range of management information to inform decisions around reward and benefits from a range of internal and external sources
<p>Equality and Diversity</p> <ul style="list-style-type: none"> • Working with HR colleagues to produce a range of data and input into the production of reward related equality data and gender pay gap reporting requirements
<p>Communications</p> <ul style="list-style-type: none"> • To build strong working relationships with a wide range of internal and external stakeholders to allow for successful completion of the role • As advised by the Deputy or Head of HR Operations to input into the production of reports for College Committees i.e. People Committee and Remuneration Committee • To review and update the Reward & Benefits webpages and the Royal Holloway intranet to maximise impact.
<p>Other</p> <ul style="list-style-type: none"> • To work proactively as a member of the HR Operations Team providing cover where necessary and working with the HR Officers, HR Advisers and Deputy/Head of HR Operations to seek improvements to service delivery. • To undertake other duties and projects as directed
<p>Other Duties:</p>
<p>The post holder will be expected to undertake other duties that are within the scope of the role as requested by the line manager or Head of Department where applicable.</p>

As the needs of the College change so the above job duties and location of the role within the colleague will be adjusted accordingly.

Internal and external relationships

Royal Holloway staff, workers, visitors and students
Payroll and Finance colleagues
Trade Unions
All members of HR
IT systems suppliers as applicable
External suppliers e.g., nursery

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 or equivalent	X	
CIPD qualified to level 5 or equivalent experience	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 and/or HAY		X
Skills and/or Abilities		
Excellent ability to prioritise effectively.	X	
Excellent time management skills.	X	
Excellent communication skills.	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, management information manipulation and IT skills	X	
Experience		
	X	

Significant demonstrable experience of successfully working in an HR full service function or a reward and benefits, policy development function with significant direct rewards and benefits experience	X	
Experience of successfully identifying and improving / writing 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 working with trade unions	X	
Experience of benefit management and process and providing advice on employer benefits.		X
Experience of Academic Reward management and process	X	
Direct experience of the application and management of job evaluation schemes		X
Experience of the application of HAY and HERA job evaluation schemes	X	
Direct experience of benchmarking data		X
Management of market supplements		
Other requirements		

Customer focused approach.	X	
Excellent understanding of equality and diversity legislation and good practice and commitment to its application	X	