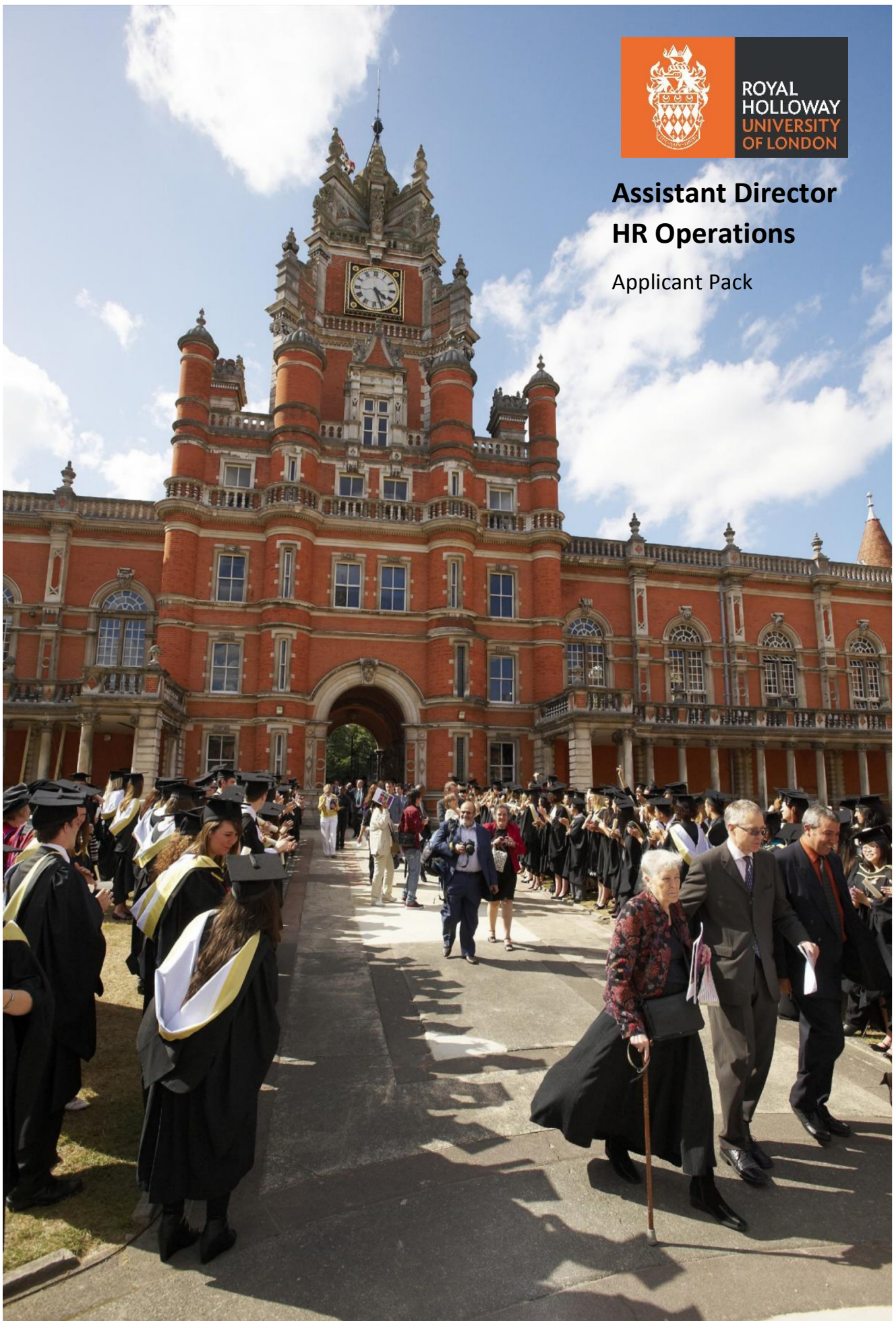




ROYAL
HOLLOWAY
UNIVERSITY
OF LONDON

Assistant Director HR Operations

Applicant Pack



LETTER FROM THE DIRECTOR OF HUMAN RESOURCES

Dear Applicant,

This is a very exciting time for Royal Holloway as we continue to enhance our reputation as one of the UK's leading universities. By being a strong, sustainable and successful university we can compete in a dynamic environment and continue to make a valued contribution economically, socially and culturally across the UK.

Our reputation for research continues to grow, in REF 2014 we were positioned within the top 25% of universities for research which is rated 'world-leading' or 'internationally excellent'. We're also about to embark on an investment programme that will develop our historic estate and provide a 21st century campus that meets the modern needs of people who study and work here. Like any world class organization, Royal Holloway evolves and adapts to its changing environment. In the HR department strategic change is now part of everyday life, with exciting new projects and initiatives delivering new technology and new ways of working. The Directorate of Human Resources is committed to supporting the University's long term ambitions and aims. We want to create a remarkable place for all our staff to work. The Assistant Director HR Operation is a key member of the HR department, responsible for delivering service excellence for our transactional processes and allowing us to achieve our broader objectives.

We look forward to a successful working relationship in the future.

I am looking forward to reading your application.

Best wishes,

Cheryl Newsome



Cheryl Newsome
Director of Human
Resources
Royal Holloway,
University of London

Background

Royal Holloway, University of London, legally known as Royal Holloway and Bedford New College is usually referred to as 'Royal Holloway' or 'the College'. It is one of 18 colleges and institutions that make up the University of London: one of the oldest, largest and most diverse universities in the UK.

The College has around 8,700 students and consistently ranks among the top tier of most UK university league tables, including being ranked 17th in the UK by the 2014 Times Higher Education World University Rankings, which described the College as "*truly world class*".

In the Research Excellence Framework (REF) 2014, published in December 2014, it was confirmed that Royal Holloway sits within the top 25 per cent of universities in the UK for research which is rated '*world-leading*' or '*internationally excellent*'.

Royal Holloway is also ranked in first place in the UK (6th in the world) in the Times Higher Education's list of the world's 100 most international universities, which uses the "international outlook" indicator of the publication's World University Rankings methodology. The rankings consider each institution's percentage of international staff, their international student numbers and the proportion of their research papers published with a co-author from at least one other country. Their position recognises the College's broad outlook as a global university.

The College has a five year strategy which builds on its position of strength, enabling Royal Holloway to grow, and so continue to make a valued contribution locally, nationally and internationally, while retaining the culture and feel which is highly valued by current and past students and staff.

The main College campus is in Egham, Surrey, approximately 40 minutes by train from London and around 10 minutes drive from both Windsor Great Park and Heathrow Airport. It also has a central London location in Bedford Square.

History

The Egham campus was founded by the Victorian entrepreneur and philanthropist Thomas Holloway, who established it as a college for women. At the heart of the campus is Founder's Building, modelled along the lines of the Chateau Chambord in the Loire Valley and sitting within a campus of 135 acres of Surrey parkland.

Royal Holloway College was opened in 1886 by Queen Victoria. In 1900 it became a member of the University of London and became fully co-educational in 1965.

In 1985 Royal Holloway College merged with another University of London College, Bedford College. Bedford College was founded in 1849 by Elisabeth Jesser Reid, a pioneering social reformer. It was the first college in Great Britain for the higher education of women and also became co-educational in 1965.

The merged college was named Royal Holloway and Bedford New College, which remains its official registered name, by Act of Parliament. In 1992, the College Council endorsed a proposal that the College should present itself under the shorter name Royal Holloway, University of London.

More information about the College is available on Royal Holloway's website:

www.royalholloway.ac.uk/home.aspx

Person Specification

The successful candidate will be expected to demonstrate evidence of the following skills, capabilities and experience.

Essential Criteria

- Educated to degree level or equivalent
- Experience of managing the development and implementation of HR Information and Payroll systems
- Experience of developing and managing HR shared services to deliver an efficient transactional service that meets the needs of stakeholders
- experience of developing and improving HR/Payroll processes and delivering these services through an integrated HR/Payroll database
- Knowledge of employee self-service systems
- Experience of working in a project based environment
- Excellent IT Skills including Microsoft Office
- Experience of managing contractual relationships with software providers
- Experience of preparing statutory payroll and /or pension returns
- Experience of preparing and presenting management information and statistical returns to stakeholders
- Experience of managing and motivating staff with the ability to manage professional advisers effectively
- Ability to use initiative and display sound judgement in resolving problems as appropriate
- Able to work as a member of the team
- Able to work under pressure and to tight deadlines
- Quality conscious and eye for detail
- Good interpersonal and communication skills
- Influencing and negotiating skills
- Tact, diplomacy and confidentiality
- Ability to liaise with technical and con-technical users of the system
- The ability to manage multi-disciplinary teams and to create productive working relationships
- The ability to analyse complex problems and develop appropriate solutions.

Desirable Criteria

- Ability to write reports using Business Objects
- Knowledge/experience of using ResourceLink Aurora
- Experience of the HE sector and knowledge of HESA



Assistant Director, HR Operations

Salary up to £56,975 pa

Excellent Benefits inc. 16% employer pension, generous holidays, and on-site gym!

Based - Egham, Surrey

This is a full time, permanent post, available from mid-August.

Are you interested in shaping the future of HR, including launching a new HRIS system for one of the world's most prestigious universities?

If so, we should be talking!

The Opportunity

This is an excellent opportunity to join one of the UK's leading universities, which consistently ranks among the top tier of most UK University league tables. Ranked 17th in the UK by the 2014 Times Higher Education World University Rankings, and described as "truly world class".

Human Resources at Royal Holloway University of London is in the process of exciting change towards a commercially focused structure, with new systems and processes across the University which employs 2500.

The Role

This role will require you to work in collaboration and partnership with Senior leaders:

- Report to and assist the Director of Human Resources to develop our HR Information Systems capability, to manage HR transactional services and integrate and embed our HR processes throughout the University.
- Play a pivotal role in ensuring HR is fit for purpose for the future of the newly structured University.
- Lead the implementation of the new HRIS system across the organisation which will be first priority, then you'll continue to bring process improvement, gaining buy in to influence a wide range of users to support the new HR systems across a variety of functional departments.
- Be a key member of the Human Resources management team, responsible for delivering service excellence for our transactional HR systems processes, as well as preparing information for Senior leadership teams and board reports.

About You

Educated to degree level or CIPD qualified, you will have previous experience of working closely with HR Shared Services and Business Partners, and have experience of managing the development and implementation of HR Information and Payroll systems.

You will successfully combine the ability to be systems and process lead yet with the personality and flair for influencing a wide range of customers including: Academics; software providers; Finance and Payroll staff in addition to leading your own growing Operations team (currently 8 staff).

Full details on the University, the job description and the person specification are available by:

Email: sue.recruitment@connor.co.uk

Call: 01491 414010

download direct at: <https://jobs.royalholloway.ac.uk/0715-213>: (Scroll to the bottom of this page)

Closing Date for applications: 24th July 2015

Interviews to be held on: 3rd and 4th August 2015

Connor is acting as sole recruitment partner and applications will only be considered via the following process:

Once you have downloaded and read our application pack, please send your CV and covering letter demonstrating how you meet the essential criteria to:

sue.recruitment@connor.co.uk quoting reference: **RHC/HR**

The College is committed to equality and diversity, and encourages applications from all sections of the community.



JOB DESCRIPTION

Department:	Human Resources Department
Post Title:	Assistant Director HR Operations
Grade:	RHUL 9
Reports to:	Director of Human Resources
Responsible for:	1 x HR Operations and Project Manager, 1 x HR Systems Officer, 1x HR Systems Assistant, 5x HR Assistants.

Main Purpose

The post holder is responsible for the strategy of College-wide HR management information and the strategy to develop and deliver systems solutions for the HR/Payroll systems to support the College's business needs.. This leadership role is responsible for the efficient and effective delivery of HR transactional processes as well as the ongoing responsibility for the HR/Payroll system design, the development of reporting and management information and the training and development of staff in the use of systems. The post holder will work closely with the Payroll and Pensions teams and provide support to ensure the ongoing integrity of the system.

Main Responsibilities

1. Manage the HR Operations team, including setting priorities and objectives, assigning tasks, monitoring progress and carrying out staff appraisals
2. To create, implement and maintain the strategy to develop the reporting design of the HR systems, aimed at aligning this to the business needs of the College and to achieving process improvements
3. System management, support, training, development and administration in relation to the College's integrated HR/Payroll system (currently ResourceLink) including MyView, the employee/manager self service module
4. To act as the HR department Data Protection Officer, responsible for the quality and accuracy of the data held on the Staff System and to ensure data is held securely and in compliance with the data protection act.
5. To manage and ensure good working relations between the HR Department and key stakeholders including Heads of Department, Payroll, IT and Management Accounts.
6. To manage the relationship between the College and Northgate, the software provider of the College's Staff System including carrying out contract negotiations and with Stonefish the software provider of the College's web recruitment system
7. Responsible for the interpretation and delivery of HR and Payroll related management

information and statistical returns, including HESA and the staff REF return

8. Project management relating to the Staff System including inputting into the strategy, policy and approaches in relation to the development of the Staff System and management information functions
9. Input into the College's reward strategy including HERA, pay framework and benchmarking
10. Support the Department in meeting its strategic aims by developing the HR systems to facilitate a streamlined working environment

Any other duties as required by the line manager or Head of Department that commensurate with the grade.

As the needs of the College change so the above job profile may be adjusted accordingly.

July 2015

ROYAL HOLLOWAY
University of London

PERSON SPECIFICATION FORM

POST TITLE: Assistant Director Operations

DEPARTMENT: Human Resources

POST REFERENCE: RHC/HR

CRITERIA	ESSENTIAL (E) or DESIRABLE (D)	TESTED BY (Application Form, Interview, Test, Presentation etc.)
QUALIFICATIONS AND TRAINING		
Educated to degree level or equivalent	E	CV
SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE		
Experience of managing the development and implementation of HR Information and Payroll systems.	E	CV/Cover Letter/Interview
Experience of developing and managing HR shared services to deliver an efficient transactional service that meets the needs of stakeholders.	E	CV/Cover Letter/Interview
Experience of developing and improving HR/ Payroll processes and delivering these services through an integrated HR/Payroll database		CV/Cover Letter/Interview
Experience of working in HR or Payroll environment using an integrated HR/Payroll database	E	CV/Cover Letter/Interview
Ability to write reports using Business Objects	D	CV/Cover Letter/Interview
Knowledge/experience of using ResourceLink Aurora	D	CV/Cover Letter/Interview
Knowledge of employee self-service systems	E	CV/Cover Letter/Interview
Experience of working in a project based environment	E	CV/Cover Letter/Interview
Excellent IT skills including Microsoft Office	E	CV/Cover Letter/Interview
Experience of managing contractual relationships with software providers.	E	CV/Cover Letter/Interview
Experience of preparing statutory payroll and / or pension returns	E	CV/Cover Letter/Interview
Experience of preparing and presenting management information and statistical returns to stakeholders	E	CV/Cover Letter/Interview
Experience of managing and motivating staff with the ability to manage professional advisers effectively	E	CV/Cover Letter/Interview
Ability to use initiative and display sound judgement in resolving problems as appropriate	E	CV/Cover Letter/Interview
Able to work as a member of the team	E	CV/Cover Letter/Interview
Able to work under pressure and to tight deadlines	E	CV/Cover Letter/Interview
Quality conscious and an eye for detail	E	CV/Cover Letter/Interview
Experience of the HE sector and knowledge of HESA	D	CV/Cover Letter/Interview
PERSONAL AND INTERPERSONAL QUALITIES		
Good interpersonal and communication skills	E	CV/Cover Letter/Interview
Influencing and negotiating skills	E	CV/Cover Letter/Interview
Tact, diplomacy and confidentiality	E	CV/Cover Letter/Interview
Ability to liaise with technical and non-technical users of the system	E	CV/Cover Letter/Interview
The ability to manage multi disciplinary teams and to create productive working relationships	E	CV/Cover Letter/Interview
The ability to analyse complex problems and develop appropriate solutions.	E	CV/Cover Letter/Interview

Our vision is....

to be in the top tier of UK universities, renowned for using our agenda-setting research, which responds to the biggest cultural, social, scientific and economic challenges of the day in innovative ways. to offer an unparalleled learning experience to all who can benefit.



ROYAL
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Grow our reputation, impact and engagement

The themes which shape our strategy	Education	Student experience	Research	People and culture	Estate and environment	Institutional sustainability
The outcomes we want our strategy to achieve between now and 2020	All of our students feel equipped with the knowledge and skills for success in a global, competitive market, have the confidence to be independently minded and socially responsible and supported to grow to their highest potential	Vibrant research that advances knowledge, supports the regional economy and will change our world	Diverse, motivated, high performing workforce who feel equipped and empowered to deliver our strategic objectives	A 21st century campus where the range and quality of our academic, recreational and pastoral facilities meet the needs of today's students and staff while continuing to protect the heritage and unique atmosphere of our campus environment		
Where we're focusing our efforts to help achieve the outcomes	Foster independent thinking and an international perspective for a digital world	Focus on identifying and supporting our world class research	Develop and strengthen our capabilities	Invest to support our growth and development while retaining our unique and valued feel and culture		
Where we're focusing our investment in 2015/16 to help achieve the outcomes	<ul style="list-style-type: none"> New academic posts Postgraduate scholarships On & offline teaching resources New courses, disciplines and schools Supporting and upgrading IT networks and hardware 	<ul style="list-style-type: none"> Student employability initiatives Accommodation upgrades 	<ul style="list-style-type: none"> Research resources, facilities and the impact of our research 	<ul style="list-style-type: none"> Building capabilities and managing performance Competitive reward and recognition Improving internal engagement Supporting health and wellbeing 	<ul style="list-style-type: none"> Developing and improving our estate and its infrastructure Upgrading IT systems and processes 	<ul style="list-style-type: none"> Growth in student numbers
Our values – underpinning all that we do	Creativity	Freedom	Collaboration	Excellence	Fairness	



Director of Human Resources

