

**ROYAL HOLLOWAY**  
University of London

**PERSON SPECIFICATION FORM**

**POST TITLE:** Human Resources Officer

**DEPARTMENT:** Human Resources

**POST REFERENCE:** o815-251

| CRITERIA   | ESSENTIAL (E)<br>or<br>DESIRABLE (D) | TESTED BY<br>(Application Form, Interview, Test,<br>Presentation etc.) |
|--|--------------------------------------|--|
| <b>QUALIFICATIONS AND TRAINING</b>   |                                      |  |
| Good standard of education to A level or equivalent  | E                                    | Application Form   |
| Chartered or academic member of CIPD   | E                                    | Application Form   |
| A business or HR related degree or equivalent  | D                                    | Application Form   |
| <b>SPECIFIC SKILLS, EXPERIENCE AND KNOWLEDGE</b>   |                                      |  |
| Demonstrate a proven record of successful HR generalist experience in a large organisation   | E                                    | Application Form/Interview   |
| Knowledge of current and forthcoming employment law and applying best practice   | E                                    | Application Form/Interview   |
| Experience of providing HR advice and support to managers, particular in areas of disciplinary, grievance, capability and absence management | E                                    | Application Form/Interview   |
| Experience of working with trade union representatives   | E                                    | Application Form/Interview   |
| Experience of dealing with sensitive and confidential information  | E                                    | Interview  |
| Confident IT skills including Microsoft Word and Excel   | E                                    | Application Form/Interview   |
| Previous experience of working within a HR/Payroll system  | D                                    | Application Form/Interview   |
| Experience of working in the Higher Education sector   | D                                    | Application Form   |
| Experience of facilitating group or individual training sessions   | D                                    | Interview  |
| Experienced in the use of HERA   | D                                    | Application Form/Interview   |
| <b>PERSONAL AND INTERPERSONAL QUALITIES</b>  |                                      |  |
| Commitment to excellent customer service   | E                                    | Interview  |
| Proven ability to nurture and maintain effective working relationships   | E                                    | Interview  |
| Able to prioritise effectively and good time management and organisational skills  | E                                    | Interview  |
| Able to work under pressure and to tight deadlines   | E                                    | Interview  |
| Well-developed interpersonal and communication skills (verbal and written) including tact and diplomacy and the ability to influence others  | E                                    | Interview  |
| Demonstrable ability to work both independently and as a team member   | E                                    | Interview  |
| <b>CAPACITY FOR CAREER DEVELOPMENT</b>   |                                      |  |
| Commitment to continuous personal development  | E                                    | Interview  |