

# Job Description and Person Specification

Last updated: December 2021

## JOB DESCRIPTION

|                        |   |        |    |
|------------------------|---|--------|----|
| Post title:            | Transactions Administration Assistant           |        |    |
| School /Service:       | Human Resources, HR Operations                  |        |    |
| Faculty:               | Professional Services                           |        |    |
| Career Pathway:        | Management, Specialist and Administrative (MSA) | Level: | 1b |
| *ERE category:         | n/a   |        |    |
| Posts responsible to:  | HR Transactions Team Leaders                    |        |    |
| Posts responsible for: | n/a   |        |    |
| Post base:             | Office-based                                    |        |    |

| Job purpose  |
|--|
| <p>To work as part of HR Operations to provide a professional, high quality, timely, customer focused administrative service to key stakeholders, visitors and customers throughout the University community.</p> <p>To provide HR task processing support as part of the HR Transactions team, for all University staff and casual workers.</p> |

| Key accountabilities/primary responsibilities  | % Time |
|--|--------|
| <p>1. Make effective and accurate use of the HR/Payroll system (Resourcelink), the visitor database (IDM) and the University's ticket system (ServiceNow), to input and revise data and produce contractual and other documentation within defined quality standards and service level agreements.</p> <p>Accurately complete a range of tasks within the University HR system:</p> <ul style="list-style-type: none"> <li>- Probation Confirmations</li> <li>- Employment References</li> <li>- Document Uploads</li> <li>- Visitor Extensions</li> <li>- Personal Changes</li> <li>- Line Management Changes</li> <li>- New visitor/visitor re-joiner requests</li> <li>- HR set up of casual workers</li> </ul> | 65%    |
| <p>2. Follow published procedures and work instructions, prioritise tasks associated with the HR Transactions Support Group to meet set timescales for each task. Take ownership of any queries and/or issues raised and see them through to resolution, escalating complex problems to the relevant senior colleague as required.</p>   | 10 %   |
| <p>3. Provide excellent customer care at all times, contacting Faculties/Services or external customers to source and exchange information as required.</p>  | 10%    |
| <p>4. Send correspondence via e-mail, ServiceNow and post, make and receive telephone calls to stakeholders, visitors and customers. Ensure that all written documentation i.e. e-mail, letters, contracts are accurate and the content is suitable for the recipient to receive.</p>  | 10 %   |
| <p>5. Play a part in training new members of the HR Transactions team with the tasks associated with the HR Transactions Support role.</p>   | 2.5 %  |
| <p>6. Provide telephone cover for the Ask HR phones.</p>   | 2.5%   |
| <p>7. Any other duties as allocated by the line manager following consultation with the post holder.</p>   |        |

| Internal and external relationships  |
|--|
| <ul style="list-style-type: none"> <li>· Members of relevant Departments/Groups and Faculties to ensure effective communication, consultation and working relationships.</li> <li>· Colleagues within other Professional Services and stakeholders, in conjunction with the requirements of the Faculty.</li> <li>· External customers to the University.</li> </ul> |

| Special Requirements |
|----------------------|
|----------------------|

None.

## PERSON SPECIFICATION

| Criteria                                 | Essential   | Desirable   | How to be assessed                |
|--|---|---|-----------------------------------|
| Qualifications, knowledge and experience | <p>Basic numeracy and literacy.<br/>Learning gained through some work experience and training in a similar role.</p> <p>Able to apply a basic knowledge of established practice and procedures and display an awareness of customer needs.</p> <p>Proficient in the use of Microsoft Word and Excel and the use of standard office equipment.</p> | <p>Experience of using ResourceLink and ServiceNow systems.</p> <p>Good Numeracy and literacy skills, including percentages and decimals, grammar and spelling.</p> <p>Awareness of relevant employment legislation as it is related to the role.</p> <p>Successful experience of using a computerised data system.</p> | Application/<br>selection process |
| Planning and organising                  | <p>Able to carry out allocated, prescribed tasks to time and to the standard required.</p> <p>Proven organisational skills</p> <p>Excellent attention to detail.</p>  |   | Interview/Application             |
| Problem solving and initiative           | <p>Able to solve basic problems by adhering to established practices and procedures.</p> <p>Able to use own judgement as to when to seek advice from a more senior colleague.</p> <p>Ability to seek and clarify detail where appropriate.</p> <p>Ability to plan workload throughout the month.</p>  | <p>Ability to work independently to solve a range of problems relating to administrative processes, whilst working within standard procedures.</p>  | Interview/Application             |
| Management and teamwork                  | <p>Able to actively participate in the Operations and wider HR team.</p> <p>Able to maintain a positive outlook and show flexibility to new ideas and approaches, consistently achieving service standards.</p> <p>Ability to recognise when issues need to be passed to a senior colleague for authorisation.</p>                                | <p>Experience of providing informal training/coaching to colleagues in relation to administrative tasks.</p>  | Interview/Application             |
| Communicating and influencing            | <p>Able to provide and obtain basic information and assistance.</p>   |   | Interview/Application             |
| Other skills and behaviours              | <p>Excellence in Customer Service</p> <p>Ensure high levels of confidentiality and</p>  | <p>Ability to provide accurate and timely guidance and advice, explaining established policies and procedures as required.</p>  | Interview/Application             |

|                      |   |  |  |
|----------------------|---|--|--|
|                      | <p>communication are maintained with client stakeholders.</p> <p>Able to provide and obtain basic information and assistance.</p> <p>Proficient in the use of computer software packages and Microsoft office software.</p> | <p>Understanding of the impact that the work has for the customers</p> <p>Experience of using HR software.</p> |  |
| Special requirements |   |  |  |

## JOB HAZARD ANALYSIS

Is this an office-based post?

|     |   |
|-----|---|
| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.   |
| No  | <p>If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.</p> <p>Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.</p> |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

| ENVIRONMENTAL EXPOSURES  | Occasionally<br>(<30% of time) | Frequently<br>(30-60% of time) | Constantly<br>(> 60% of time) |
|--|--------------------------------|--------------------------------|-------------------------------|
| Outside work   |                                |                                |                               |
| Extremes of temperature (eg: fridge/ furnace)  |                                |                                |                               |
| ## Potential for exposure to body fluids   |                                |                                |                               |
| ## Noise (greater than 80 dba - 8 hrs twa)   |                                |                                |                               |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |                                |                                |                               |
| Frequent hand washing  |                                |                                |                               |
| Ionising radiation   |                                |                                |                               |
| EQUIPMENT/TOOLS/MACHINES USED  |                                |                                |                               |
| ## Food handling   |                                |                                |                               |
| ## Driving university vehicles(eg: car/van/LGV/PCV)  |                                |                                |                               |
| ## Use of latex gloves (prohibited unless specific clinical necessity)                               |                                |                                |                               |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)   |                                |                                |                               |
| PHYSICAL ABILITIES   |                                |                                |                               |

|  |  |  |  |
|--|--|--|--|
| Load manual handling                                     |  |  |  |
| Repetitive crouching/kneeling/stooping                   |  |  |  |
| Repetitive pulling/pushing                               |  |  |  |
| Repetitive lifting                                       |  |  |  |
| Standing for prolonged periods                           |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting)                         |  |  |  |
| Gross motor grips  |  |  |  |
| Repetitive reaching below shoulder height                |  |  |  |
| Repetitive reaching at shoulder height                   |  |  |  |
| Repetitive reaching above shoulder height                |  |  |  |
| PSYCHOSOCIAL ISSUES                                      |  |  |  |
| Face to face contact with public                         |  |  |  |
| Lone working   |  |  |  |
| ## Shift work/night work/on call duties                  |  |  |  |