

Job purpose

Job Description and Person Specification

Last updated: January 2019

# **JOB DESCRIPTION**

|  |  |  |  |
| --- | --- | --- | --- |
| Post title: | **HR Administration Officer** | | |
| School/Service: | Human Resources | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 2b |
| \*ERE category: | n/a | | |
| Posts responsible to: | HR Transactions Team Leaders | | |
| Posts responsible for: | n/a | | |
| Post base: | Office-based | | |

To work as part of the HR transaction team to provide a professional, high quality, timely, customer focused HR contractual administration and transactional service to key stakeholders and customers throughout the University community.

|  |  |
| --- | --- |
| Key accountabilities / primary responsibilities | % |
| To apply a good working knowledge of HR administrative systems to answer queries and resolve problems from colleagues and external customers.  To ensure that all written documentation i.e. e-mail, letters, contracts are accurate and contain the correct information and the content is suitable for the recipient to receive. Taking responsibility and signing all appropriate correspondence.  To follow published procedures and work instructions where supplied, using appropriate judgement as to when to escalate an unusual enquiry to the Team Leaders or AskHR team.  To amend (and on occasion draft) contractual documentation, ensuring the content is complete, accurate and appropriate for the circumstances.  To make effective and accurate use of the HR/Payroll system (Resourcelink) to input and revise data and produce contractual and other documentation within defined quality standards and service level agreements.  To maintain confidentiality in all matters, adhering to Data Protection legislation at all times.  To instigate and process completed HR requests as allocated, ensuring appropriate levels of authorisation (financial and otherwise) are obtained before any contractual changes are actioned.  To manage the workload allocated by the HR Transactions Team Leaders ensuring that all queries are dealt with in a timely, accurate manner, escalating complex problems to the | 50% |

|  |  |
| --- | --- |
| relevant senior colleague as required.  To provide high quality HR administrative support across the full spectrum of HR administration, including:   * Preparation and issue of contractual documentation * Variation and Extension of employment * Administration of fixed term contract terminations * Resourcelink/Payroll updates * Administration support providing letters for Grading of posts, * Probation administration * Maternity/Paternity administration * Staff achievement payments * Administration of performance management and improvement systems * Termination of employment (all categories). * Upkeep of electronically stored personal records * Carry out regular HR Audit checks to ensure integrity of the Data is maintained * General HR Administration * UKVI Documentation checks for Contract Extensions * Processing Certificates of Sponsorships and extensions * DBS checks |  |
| To take ownership of any query and/or issues raised, seeing it through to resolution and keeping the team leaders informed where appropriate.  To take ownership of identifying any system input /administration outputs, taking corrective action for any conflicts in the information that you have processed and ensuring this is corrected in consultation with your line manager. | 10% |
| To accurately calculate pay, annual leave and other contractual entitlements. | 10% |
| To provide excellent customer care at all times, contacting faculties/services or external customers to source and exchange information as required.  To contribute to the on-going review and improvement of HR operational processes ensuring the delivery of a customer focused, added value service. | 10% |
| To have an understanding of how equality and diversity applies to the responsibilities of the role andto actively promote equality and diversity in all aspects of the role. | 10% |
| To provide informal coaching/training experience to colleagues in relation to HR administrative tasks. | 5% |
| To work across the HR operational teams, in response to peaks and troughs of business activity.  Any other duties that fall with the purview of the post as allocated by the line manager following consultation with the post holder. | 5% |

Internal and external relationships

Other members of the department External customers

**PERSON SPECIFICATION**

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Relevant NVQ2/GCSE/City and Guilds or equivalent qualification or experience.  Numeracy and literacy skills, including percentages and decimals, grammar and spelling.  Ability to demonstrate working knowledge of Microsoft word and excel and the use of standard office equipment.  Awareness of relevant employment legislation as is related to the role. | Experience of working in an administrative role.  Experience of using Resourcelink.  Experience of using an online ticketing system.  Successful experience of working in a complex administrative role within an HR environment.  Successful experience of using an HR/Payroll and/or on-line recruitment systems. | Application/  Selection process |
| Planning and organising | Ability to effectively organise allocated work activities, work to tight deadlines and assist in the effective organisation or non- standard tasks and events.  Proven organisation skills. Attention to detail. |  | Interview/ application |
| Problem solving and initiative | Ability to use appropriate judgement to seek and clarify detail where appropriate.  Ability to work independently to solve a range of problems relating to administrative processes.  Ability to plan workload throughout the month, to ensure payroll changes are completed in advance of the payroll deadline.  Ability to analyse data and present summary information in a clear and concise format.  Ability to solve a range of problems by responding to varying |  | Interview/ application |

|  |  |  |  |
| --- | --- | --- | --- |
|  | circumstances, whilst working within standard procedures. |  |  |
| Management and teamwork | Willingness to contribute to team efficiency through sharing information and constructively supporting others.  Experience of providing informal training/coaching to colleagues in relation to administrative tasks. |  | Interview/ application |
| Communicating and influencing | Ability to provide accurate and timely guidance and advice, explaining established policies and procedures as required.  Ability to recognise when issues need to be passed to a senior colleague for authorisation.  Ability to ensure high levels of confidentiality and communication are maintained with client stakeholders.  Good written and spoken English. |  | Interview/ application |
| Other skills and behaviours | Proficient in the use of software packages and Microsoft office software. | Proficient in the use of HR software systems |  |

**Is this an office-based post?**

**JOB HAZARD ANALYSIS**

|  |  |
| --- | --- |
| **~~□~~ 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 | 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.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - 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**  (<30% of  time) | **Frequently**  (30-60% of  time) | **Constantly**  (> 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 |  |  |  |