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Job Description

Post title: **HR Transactions Administration Assistant**

Date last updated/evaluated: May 2025

Author:

Standard Occupation Code: Not applicable

School / Department: Human Resources

Faculty / Directorate: Professional Services

Job Family: Management, Specialist and Administrative (MSA)

Grade: Level 1b

ERE Pathway (if applicable): Not applicable

Post reporting to: HR Transactions Team Leaders

Post line report(s): Not applicable

Post base location: Hybrid: Campus / Home **:** One Guildhall Square

Job purpose: 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.

To process a range of simple requests as part of the HR Transactions team, for all University staff, visitors, and casual workers.

## Key accountabilities and indicative time allocation:

1. **40%**

Using published procedures and work instructions; prioritise and process a range of tasks accurately in the HR/Payroll system (ResourceLink) or Visitor Database (IDM) requested via the University’s ticket system (ServiceNow) or COGNOS reports, within service level agreements. Range of tasks includes:

* Probation Confirmations (requested and auto confirm)
* Employment References (for employees and casual workers)
* Document requests and uploads
* Personal changes
* Line management changes
* New Visitor/Visitor re-joiner requests
* Visitor extensions
* Visitor terminations
* New casual worker setup for different types of workers e.g. examiners, demonstrators, invigilators.
* Casual worker additions / re-joiners
1. **30%**

Produce accurate contractual letters and other documentation in relation to tasks completed, according to templates and instructions.

1. **10%**

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.

1. **5%**

Maintain up-to-date knowledge of UK Visa and Immigration legislation and Academic Technology approval Scheme (ATAS) requirements when handling casual worker and visitor processes

1. **5%**

Review, update and test internal process guidance documents as and when required, to identify areas for improvement in HR processes or gaps in information.

1. **5%**

Support with induction and training new members of the HR Transactions team with the tasks associated with the HR Transactions Assistant role.

1. **5%**

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

Requesters and their line managers

University visitors and their host

Colleagues within wider HR department

Faculty/Department contacts

External customers to the University (e.g. third parties requesting references)

Special requirements:

None.

# Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

**Knowledge, Experience and Qualifications**

Essential

* Basic spoken and written English.
* Basic numeracy.
* Job-specific knowledge gained through on-the-job training.
* Some relevant work experience and/or training may be beneficial, and role holder may have formal qualification(s) equivalent to Level 1 of the [Regulated Qualifications Framework](https://www.gov.uk/what-different-qualification-levels-mean/list-of-qualification-levels) e.g. GCSE grades 1-3 or grades D-G, or Level 1 award, certificate, diploma, NVQ.
* Successful experience of using a computerised data system.
* Proficient in the use of Microsoft Word and Excel and the use of standard office equipment.

Desirable

* Experience of using ResourceLink and ServiceNow systems.
* Good numeracy and literacy skills, including percentages and decimals, grammar, and spelling.
* Awareness of relevant employment legislation as it is related to the role.

**Teamwork and Communication**

Essential

* Works collaboratively with the team and wider HR team.
* Provides and obtains basic information and assistance.
* Shows flexibility and adaptability to new ideas and approaches.
* Able to provide and obtain basic information and assistance.
* Ability to recognise when issues need to be passed to a senior colleague for authorisation.

Desirable

* Experience of providing informal training/coaching to colleagues in relation to administrative tasks.
* Ability to provide accurate and timely guidance and advice, explaining established policies and procedures as required.
* Understanding of the impact that the work has for the customers.

**Planning, Organisation and Resource Management**

Essential

* Carries out tasks to the time and standard required.
* Applies a basic knowledge of established practices and procedures.
* Excellent attention to detail.

**Problem Solving and Initiative**

Essential

* Displays awareness of customer needs.
* Solves basic problems by following established practices and procedures.
* Able to use own judgement as to when to seek advice from a more senior colleague.
* Ability to seek and clarify detail where appropriate.
* Ability to plan workload throughout the month.

Desirable

* Ability to work independently to solve a range of problems relating to administrative processes, whilst working within standard procedures.

# Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “**^**”, using the agreed Occupational Health referral template [available from here](https://sotonac.sharepoint.com/teams/HealthWellbeing/SitePages/Occupational-Health.aspx). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

## Physical Environment

Working outside **^** Not applicable

Exposure to noise levels >80dbA **^** Not applicable

Working with dust or fumes **^** Not applicable

Working with skin irritants **^** Not applicable

Working with chemicals (industrial or cleaning) **^** Not applicable

Working in a confined space **^** Not applicable

Working at height **^** Not applicable

Working with sewage **^** Not applicable

Contact with cytotoxins **^** Not applicable

Exposure Prone Procedure (EPP) work **^** Not applicable

Contact with clinical specimens or pathology work **^**  Not applicable

Direct patient care or patient contact Not applicable

Exposure to temperature extremes Not applicable

Frequent hand washing Not applicable

Ionising radiation Not applicable

## Psychological and Social Environment

Working shifts **^** Not applicable

Working nights **^** Not applicable

Lone working Not applicable

Working with children Not applicable

Exposure to persons with challenging behaviourNot applicable

Working with larger groups Not applicable

## Equipment, Tools and Machines

Working with vibrating machinery or tools **^** Not applicable

Driving duties e.g. LGV, PCVs, forklift trucks **^** Not applicable

Food handling Not applicable

Contact with latexNot applicable

## Physical Abilities

Prolonged physical movements or actions e.g. walking **^** Not applicable

Prolonged Standing or Sitting **^** Not applicable

Moving or handling heavy loads **^** Not applicable

Repetitive pulling or pushing **^** Not applicable

Repetitive climbing (steps, stools, ladders, stairs) **^** Not applicable

Repetitive crouching, kneeling or stooping Not applicable

Repetitive lifting Not applicable

Fine motor grips (e.g. pipetting) Not applicable

Repetitive reaching below shoulder height Not applicable

Repetitive reaching at shoulder height Not applicable

Repetitive reaching above shoulder height Not applicable

# Behaviours

Our [Inclusion and Respectful Behaviour Policy](https://www.southampton.ac.uk/about/governance/regulations-policies/policies/inclusion-respectful-behaviour) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

**Personal Leadership**

 - I take personal responsibility for my own actions and an active approach towards my development.

 - I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.

 - I engage, contribute and advocate for our University community.

 - I demonstrate respect and build trust with an open and honest approach.

**Working Together**

 - I work collaboratively and build productive relationships across our University and beyond.

 - I actively listen to others and communicate clearly and appropriately with everyone.

 - I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.

 - I proactively work through challenge and conflict, considering others’ views to achieve positive and productive outcomes.

**Developing Others**

 - I help to create an environment that engages and motivates others.

 - I take time to support and enable people to be the best they can be.

 - I recognise and value others’ achievements, give praise and celebrate their success.

 - I deliver balanced feedback to enable others to improve their contribution.

**Delivering Quality**

 - I identify opportunities and take action to make improvements.

 - I plan and prioritise efficiently and effectively, taking account of people, processes and resources.

 - I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.

 - I encourage creativity and innovation in others, to deliver workable solutions.

**Driving Success**

 - I consider the impact on people before taking decisions or actions that may affect them.

 - I engage and contribute to enable change to happen effectively.

 - I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.

 - I take time to understand our University strategy and communicate this to others.