



Candidate Information

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| Position: | Head of HR Operations |
| School/Department: | People and Culture |
| Reference: | 24/111794 |
| Closing Date: | Friday 19 April 2024 |
| Salary: | To secure the highest calibre appointment, an attractive remuneration package, commensurate with the seniority and responsibilities of the role will be provided |

ABOUT QUEEN'S UNIVERSITY BELFAST:

Since 1845, Queen's University Belfast's staff, students and alumni have made a difference to societies locally, nationally and internationally. Today, Queen's University is one of the UK and Ireland's leading Universities and it continues to shape and serve the world around us through its research and teaching.

Queen's University has always been a generator of knowledge; we tackle the issues faced by individuals and societies at a local, regional and global level and are an engine of progress that is central to the socio-economic success of Northern Ireland: our contribution to the economy in Northern Ireland and the UK is currently estimated at over £3 billion annually.

This is a significant moment in the history of Queen's University, and an exciting time to join the Queen's community. The University has recently designed a new leadership structure to optimally align strategy and vision with operational delivery - making us more agile and better equipped to achieve the goals as outlined in our ambitious [Strategy 2030](#)

KEY INFORMATION:

At Queen's University Belfast, our people are at the heart of all we do as outlined in our [People and Culture Plan](#).

The University's Strategy 2030 identifies people as one of four strategic enablers, fundamental to achieving our ambition to shape a better world through life-changing education and research.

In People and Culture we are committed to creating a vibrant organisational culture, that promotes equality, diversity and inclusion, based on the University's core values of Excellence, Connectivity, Ambition Respect and Integrity, which enables all our people to thrive, with a continued focus on high performance, development, engagement, and wellbeing.

Almost 100 colleagues work in People and Culture providing support to our 4,700 staff in Faculties and Directorates on operational matters alongside driving transformational change. We are seeking a brilliant Head of HR Operations who will support the Chief People Officer and work alongside the Directorate Senior Leadership Team to provide effective leadership and management for the People and Culture Directorate.

JOB PURPOSE:

The Head of HR Operations will have significant influence working closely with key University leadership and will play a key role in informing Queen's people strategies. You will be instrumental in creating and implementing an employee experience that demonstrates the value we place on our people.

The Head of HR Operations will ensure outstanding delivery of all operational key performance indicators alongside transforming the employee experience and realising efficiencies.

Working across the institution, supporting academic Faculties and professional support Directorates, you will be a change agent, who thrives working in an inclusive culture that promotes efficiency, autonomy, and impact. You will play a pivotal role in creating ambitious strategies, digitally-enabled, effective processes with clear and consistent governance. An authentic leader, you will develop meaningful relationships with staff, stakeholders, and trade union colleagues alike.

MAIN ACTIVITIES/ RESPONSIBILITIES:

As Head of HR Operations, you will be responsible for overseeing the management of the following key functions:

1. Business Partnering, you will be a valued partner, ensuring expert advice and professional insight is provided to decision-makers at all levels of the University on matters relating to People. You will liaise with appropriate colleagues and professional bodies across the HEI sector, Northern Ireland and beyond to maintain awareness of emerging legal developments, opportunities and challenges.
2. Workforce Planning and Development. You will ensure that workforce planning is robust and that recruitment, development, and succession plans are delivered enhancing the reputation of the University as a great place to work.
3. Employee Relations, you will ensure an effective approach to employee relations issues across the Institution.
4. Talent Acquisition, you will ensure that candidates engaged in our recruitment process have an exceptional first impression of Queen's and that we recruit and retain well.
5. Organisational Development, you will deliver strategically aligned development programmes. You will ensure that the staff voice is heard.
6. Reward, you will be responsible for creating motivating, effective Reward Strategies and a culture of positive performance management that engages staff and supports our retention goals.
7. Staff Health and Wellbeing. You will drive an impactful strategic health and wellbeing programme.
8. Business improvement, you will instil a culture of business improvement and drive transformation programme(s) resulting in the delivery of the highest quality HR operational support to the University.
9. Resource Management, you will be responsible for delivering the HR Operations Plan. You will lead the team and instil a high performance culture. You will manage the team and budget, optimising value for money within available financial resources allocated.
10. Relationship Management, you will manage strategic relationships and represent the University at a range of fora, both internally and externally.

You will be required to undertake other duties as may be necessary from time to time in accordance with the needs of the University and the grade of the role.

ESSENTIAL AND DESIRABLE SHORTLISTING CRITERIA

In exceptional circumstances the essential/ desirable criteria may be enhanced.

ESSENTIAL SHORTLISTING CRITERIA:

The University will conduct a shortlisting exercise based on the following Essential Criteria:

(A large/complex organisation is defined as one with an annual turnover exceeding £50 million and 500+ employees.)

1. A relevant degree (e.g. in Human Resources or Business-related discipline) or equivalent.
2. Current professional membership of CIPD at Chartered Membership level of CIPD or above.
3. A proven track record of working at pace to lead transformational change across multi-disciplinary teams and in partnership with a wide variety of stakeholders harnessing new and innovative approaches and technologies to deliver demonstrable improvements in the efficiency and effectiveness of the service within a large, complex and diverse organisation.
4. A proven track record of developing, implementing and evaluating successful and dynamic people strategies, policies and procedures to deliver positive strategic outcomes.
5. A proven track record at a senior level of successfully leading and managing the People/Human Resources portfolio Resources in a large, complex and diverse organisation and the ability to motivate and inspire a large team.
6. A proven track record of undertaking representational role and relationship management at the highest level with key stakeholders both internally and externally.
7. A proven track record of formal consultation with trade unions, to influence and negotiate desired outcomes.
8. Evidence of successful project management to include budgets, reporting and evaluation.

DESIRABLE SHORTLISTING CRITERIA:

The University reserves the right to use the following Desirable Criteria in subsequent stages of the shortlisting process:

1. Relevant experience of people practices in a Higher Education setting and demonstrable understanding of the challenges and opportunities facing a global university in the current climate.
2. Relevant senior management experience in an HR leadership role with responsibility for a range of HR areas including Business Partnering, Employee Relations, Organisational Development, Talent Acquisition, Staff Health and Wellbeing, Reward, Resource Management and Relationship Management.

In addition to the essential and desirable criteria outlined above, commitment to the mission and values of Queen's University Belfast will be assessed during the selection process:

VALUES AND BEHAVIOURS

1. Demonstrable commitment to the mission and values of Queen's University Belfast and an understanding of the transformational impact of education.

2. Exceptional presentation and communication skills, both verbal and written with strong presence and executive impact with the ability to confidently deliver complex messages and negotiate and influence at all levels.
3. Robust and resilient with strong presence.
4. Demonstrable commitment to Queen's core values:
 - Integrity – Authentic leadership, a change agent who understands situational leadership and can pivot to reflect the situation.
 - Connectivity – collaborates with a sense of purpose, brings people with them to drive change.
 - Respect – genuinely interested in the views of others. A team player who actively seeks feedback and responds.
 - Ambition – ambitious for self, staff and the University. An agile thinker and a resilient leader, able to work in a fast changing environment with competing priorities.
 - Excellence – constantly testing and seeking ways to improve the user experience and employee experience.