

## Candidate Information

<b>Position:</b>	Assistant HR Hub Advisers
<b>School/Department:</b>	People and Culture
<b>Reference:</b>	22/109918
<b>Closing Date:</b>	Thursday 30 June 2022
<b>Salary:</b>	£18,852 - £21,686 per annum
<b>Anticipated Interview Date:</b>	8th July 2022
<b>Duration:</b>	2 posts - 12 months and 14 months

### JOB PURPOSE:

The HR Hub within the HR Services team is looking for Assistant HR Hub Advisers to assist with the day-to-day support and delivery of the operation of the central HR Advisory and Transactional Service in the People and Culture Directorate.

You will be responsible for delivering an exceptional customer service to University line managers and employees, responding directly to queries raised by telephone and email. You will be responsible for transactions associated with, for example, onboarding, contracts and recruitment administration, delivering an exceptional customer service.

### MAJOR DUTIES:

1. Act as the first point of contact for first level HR queries in respect of policies, procedures or transactions, seeking to resolve, provide education or escalate queries as appropriate.
2. Provide advice and guidance on a range of HR policies and procedures by telephone and email within Service Level Agreements (SLAs).
3. Prepare, process and issue transactions on the HR system within appropriate time scales and agreed SLAs, including contracts, recruitment administration, and vacancy funding approval transactions. Liaise with managers as required, updating the HR database with relevant data.
4. Process payroll transactions on iTrent within tight timescales and within agreed SLAs. Ensure payroll transactions are processed through to the Finance Directorate within appropriate timescales.
5. Prepare, process and issue HR contractual correspondence to members of staff, processing on the HR system, Document Management System and the Finance Directorate as required.
6. Support the recruitment process including collating offer packs and ensuring all documentation and approvals are received.
7. Prepare, process and issue offers of employment and follow through on the onboarding process.
8. Operate the Customer Relationship Management System, logging and updating assigned calls and emails within agreed SLAs, alongside operating the Hub telephone system, logging in and out as required, according to work schedule.
9. Ensure the quality of correspondence is maintained, setting systems in place to ensure accuracy.
10. Process correspondence on the Document Management System, maintaining the quality of correspondence.
11. Any other duties as allocated by the Team Leader following consultation with the post holder.

### ESSENTIAL CRITERIA:

1. \*A minimum of 5 GCSEs at Grade C or above (or equivalent) to include English Language and Mathematics or NVQ Level 2 Administration (or equivalent).
2. \*A minimum of 1 year's (demonstrable) recent relevant work experience in an HR environment to include evidence of the following:
  - o Maintaining databases and spreadsheets;
  - o Processing HR transactions and/or onboarding and/or recruitment correspondence;
  - o Producing general correspondence;
  - o Interpreting and applying HR Policies and Procedures; and
  - o Dealing with customer queries.

3. Competent in the use of Microsoft Office and windows applications.
4. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
5. Effective communication skills and ability to use a variety of methods to convey messages clearly and succinctly.
6. Ability to be customer focused and recognise client needs/expectations whilst managing workloads with limited supervision.
7. Demonstrate the ability to plan and organise own workload in an effective and methodical manner within strict deadlines.
8. Demonstrate the ability to work on own initiative as well as part of a team.
9. Ability to establish and maintain effective working relationships in a team environment.

**DESIRABLE CRITERIA:**

1. \* HR or CIPD qualification or working towards completion.
2. \* 2 years' recent relevant experience of working in an HR environment.
3. \* Experience of using HR systems eg iTrent.