

Candidate Information

Position:	HR Adviser
School/Department:	People Services
Reference:	26/113265
Closing Date:	Monday 20 April 2026
Salary:	£29,594 - £32,186 per annum
Duration:	Permanent

JOB PURPOSE:

The People Services team support the wider University by providing advice and managing central HR operations, delivering a quality service to managers, staff and recruitment applicants. HR Advisors play a key role in ensuring these services are provided to a high standard and within deadlines associated with payroll, recruitment and legislative requirements.

MAJOR DUTIES:

1. Working alongside HR professionals to provide advice and guidance on a range of HR policies and procedures by telephone and email within Service Level Agreements (SLAs).
2. Prepare, process and follow through on a range of transactions on the HR system within tight time scales and within agreed SLAs, e.g. in relation to contracts, payroll, and recruitment administration, ensuring quality standards and time frames are met.
3. Prepare and issue HR correspondence, processing on the HR/ payroll system, Document Management System and other systems as required.
4. Operate the Customer Relationship Management (CRM) system, logging and updating assigned calls and emails within agreed SLAs, alongside operating the Liberty telephone system, logging in and out as required, according to work schedule.
5. Provide advice and guidance to junior members of staff within People Services, assisting the Team Leader with training and checking of documentation as required. For example, dependent on function area, duties may include:
 - Organising and overseeing the administration of employee contracts;
 - Organising and overseeing the process of payroll transactions;
 - Operation of specialist systems e.g.: recruitment.
6. May supervise and review the work of junior staff or allocate work to junior colleagues.
7. Assist the Team Leader with quality checks, ensuring the service runs smoothly and to a high standard.
8. Responsible for working in line with data protection requirements and adhering to appropriate requirements for confidentiality.
9. Make suggestions for improving service and efficiency, taking customer comments and feedback into account.
10. Any other duties as allocated by the Team Leader and in line with the level of the post.

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 3 years recent relevant work experience in an administrative environment to include evidence of the following:
 - Working on multiple tasks or projects, managing own workload from start to finish and reacting to changing priorities;
 - Maintaining accurate records;
 - Experience of providing administrative support in accordance with agreed procedures and deadlines, e.g. HR, financial, etc.;
 - Producing high quality email and written correspondence;
 - Dealing with customer queries effectively and efficiently, including face-to-face, by email and telephone, with a high standard of communication skills.
3. Recent relevant experience of working in a high volume, complex HR environment.
4. Competent in the use of standard Microsoft Office packages.
5. Ability to be customer focused and recognise client needs and expectations whilst managing a busy workload.

6. Ability to work with discretion and confidentiality, ensuring data is managed in accordance with data protection legislation.
7. Ability to build and maintain effective working relationships in a team environment.

DESIRABLE CRITERIA:

1. Supervisory experience.
2. 1 year's recent experience of working in an HR environment to include:
 - Interpreting and applying HR Policies and Procedures;
 - Processing HR transactions and/or recruitment correspondence.
3. Experience of using HR systems, preferably iTrent.
4. Experience of supporting end to end recruitment processes.
5. Experience of using a CRM system.