

Post/Job Title:	HR Services Administrator
Ref:	POSN102442
Faculty/Professional Service:	Human Resources and Organisational Development
Location:	Studland House, Lansdowne Campus, but post holder is expected to work at various locations as required by the role
Normal hours per week:	37
Some flexibility will be required in order to ensure that key time scales and deadlines are met	
Grade:	3
Accountable to:	Workforce & Resourcing Manager

Job Purpose

To act as the first point of contact for providing proactive, professional, appropriate and timely advice to managers, employees and prospective staff, and administrative support within a team responsible for delivery of a high-quality HR transactional, administrative and process activities.

The post holder will be a key point of contact for general administrative support relating to recruitment and the employment life cycle.

Provide administrative support to other teams as required across the service.

Main Responsibilities

Working as a Team, effectively coordinate and complete recruitment and employment life cycle tasks including tasks relating to hourly paid employment, workflows and responsibilities, responding within agreed timescales. This includes the issue of standard contracts, contract variations and terminations.

Provide administrative support to agreed service levels, including accurate data input and co-ordination of contractual administrative processes and procedures covering:

- Production of letters, contracts, variations to contracts, and other related documentation for starters and leavers.
- Maintaining a proactive and efficient system of reminders for Faculties/Professional Services in relation to expiry dates.
- As a Team proactively ensuring that all SLAs and Payroll deadlines are met.

Effectively coordinate and accurately input all staff into the HR system in respect of starters, leavers, variations to contracts etc.

Ensure the accurate input of all staff data and contribute to the completion of data quality reports within agreed timescales.

Ensure compliance with all relevant regulatory (e.g. DBS), employment legislation (e.g. Right to Work / UKVI) and BU requirements.

Provide first line advice on right to work matters.

Contribute to and undertake as directed regular team reporting on workload volumes and performance against service levels.

Work within the limits of own expertise, identifying when a referral to a more senior colleague is required and ensuring that referrals are managed in an appropriate and seamless manner.

As directed take the lead and coordinate the pre-employment and on-boarding process for bulk student recruitment, for example, Student Ambassadors.

Create, document and maintain all relevant procedural documentation.

Administer Disclosures for BU staff from the Disclosure and Barring Service (DBS).

Develop and maintain relationships with and providing information and advice to stakeholders across BU. This will include providing individual or group training on the part time hourly paid and recruitment lifecycle procedures as required.

Ensure that all aspects of work achieve high levels of service excellence; to play a proactive role in continuous improvement by identifying opportunities for process enhancements and technological solutions to deliver measurable improvements to service.

Be responsible for dealing with telephone queries, email and other correspondence in a professional and efficient manner. Contribute to the departmental Reception rota.

Deal with sensitive and confidential issues within the frameworks of the Data Protection Legislation and other professional and statutory guidelines.

Work across teams and provide mutual support within other teams in the department when required. This includes data input, administration, providing note taking support for formal proceedings including disciplinary and grievance hearings.

Undertake such other duties commensurate with the level of post as may be required from time to time.

Contacts

Internal:

HR and OD colleagues

Members of Faculties/Professional Services and Office of the Vice-Chancellor.

External:

Candidates, advertising agencies, general enquiries

Regulatory Bodies.

Challenges

To manage a high volume of standard activity within strict service levels and other agreed timescales.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in

regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of and comply with the Universities Sustainability Policy, Climate and Ecological Crisis Action Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

December 2023

Person Specification

Position / Job Title:	HR Services Administrator	Position Ref:	POSN102442
Faculty/Service:	Human Resources & Organisational Development	Date:	December 2023
SELECTION CRITERIA		Essential	/
		Desirable	
Knowledge (including experience & qualifications)			
Recent and relevant experience of significant transactional administrative work in a busy and complex environment			E
Recent and proven track record of high-volume data input			E
Experience of proactive coordination of administrative work activity and delivery of priorities			E
Level 3 CIPD qualification or a commitment to obtaining this within an agreed timescale			D
Relevant experience of human resources and/or related specialism			D
Experience of using an HR system			D
Experience of providing an excellent and proactive administrative service to a large customer base			E
Awareness of good data management practice and requirements e.g., Freedom of Information, Data Protection legislation			E
Understanding of current HR best practice and legislative requirements relating to the role			D
Knowledge of immigration legislation and Government policy as relevant to the role			D
Skills			
Able to effectively organise allocated work activities and assist in the effective organisation of standard tasks and events			E
Accurate word processing and data entry			E
Effective time management skills; prioritising own workload, managing deadlines and working under pressure			E
Excellent interpersonal and communication skills, able to work with internal and external colleagues at all levels			E
Good IT skills with the ability to use word, outlook, excel and mail merge			E
Attributes			
High degree of comfort with technology			E
Able to work effectively to deadlines			E
Excellent attention to detail			E
Ability to work proactively and independently with excellent time management and prioritisation skills			E
Ability to proactively deliver measurable and visible improvements in service quality			E
Flexible and adaptable approach			E
Able to recognise when issues need to be passed to more senior colleagues for action			E
Commitment to providing a professional, responsive and high-quality service to clients			E
Commitment to ensuring equality and diversity			E
Integrity, openness and transparency, kindness, respect, a positive mind-set and a caring approach			E
Strong service excellence ethos			E
Commitment to BU's values are excellence, inclusivity, creativity and responsibility			E