

Post Details		Last Updated: November 2020	
Faculty/Administrative/Service Department	Human Resources		
Job Title	HR Operations Assistant		
Job Family	Professional Services	Job Level	2B
Responsible to	Team Leader, HR Operations		
Responsible for (Staff)	N/A		
<u>Job Purpose Statement</u>			
Provide a responsive, customer centric first line of HR advice and support to the business on all general HR queries, policies and procedures. Under direction, administer HR processes and solutions that underpin the HR infrastructure.			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)			
<ol style="list-style-type: none"> 1. Liaise directly with customers to provide first line HR advice and guidance to the business, aiming for a 'right first-time response' on all general HR queries, policies and procedures; 2. Take ownership of managing all inbound queries and customer relationships to agreed SLAs; 3. Ensure that employees and managers receive a high level of customer service; 4. Escalate more complex or unique queries to the Level 3 or HR Specialists as appropriate and monitor same to enable and drive improvements to policies and procedures; 5. To ensure that the recruitment life cycle is delivered effectively and where appropriate engages the use of the Resourcing team 6. Ensure that all payroll and pension related administrative tasks are completed by the prescribed deadlines, ensuring the accuracy, quality and consistency of all data entry is of a high standard. 7. Build positive relationships with all external third-party suppliers to ensure that any issues and queries are dealt with efficiently and effectively. <p>N.B. The above list is not exhaustive.</p>			
All staff are expected to:			
<ul style="list-style-type: none"> • Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. • Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. • Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. • Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. • Undertake such other duties within the scope of the post as may be requested by your Manager. • Work supportively with colleagues, operating in a collegiate manner at all times. 			
Help maintain a safe working environment by:			
<ul style="list-style-type: none"> • Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand. • Following local codes of safe working practices and the University of Surrey Health and Safety Policy. 			
<u>Elements of the Role</u>			
This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.			

Planning and Organising

- The post holder operates under the day-to-day supervision of their line manager.
- The post holder is expected to work in a proactive and flexible manner; planning and prioritising their workload.
- On occasions they will be faced with a variety of conflicting demands and will be required to re-assess and re-prioritise their work.

Problem Solving and Decision Making

- The post holder will be required to apply their judgment and initiative to provide solutions to basic operational HR problems as they encounter them.
- Guidance and advice for the resolution of new or more complex or unprecedented issues should be sought from a more senior team member or through their line manager.

Continuous Improvement

- Contribute to the improvement and implementation of processes.

Accountability

- The post holder works within a framework of established processes, procedures and standard work instructions as determined by the HR department and employment legislation.
- Incorrect data input or advice to staff could impact financially on the employee and departments/faculty or may result in legal repercussions if not identified before the situation escalates

Dimensions of the role

- The role has no responsibility for budgets or the supervision of staff.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Vocational qualifications plus several years relevant work experience.

Or:

Learning gained through work experience of a number of years. Will include short courses and other formal training.

Relevant professional qualification (e.g. CIPD)

E

D

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

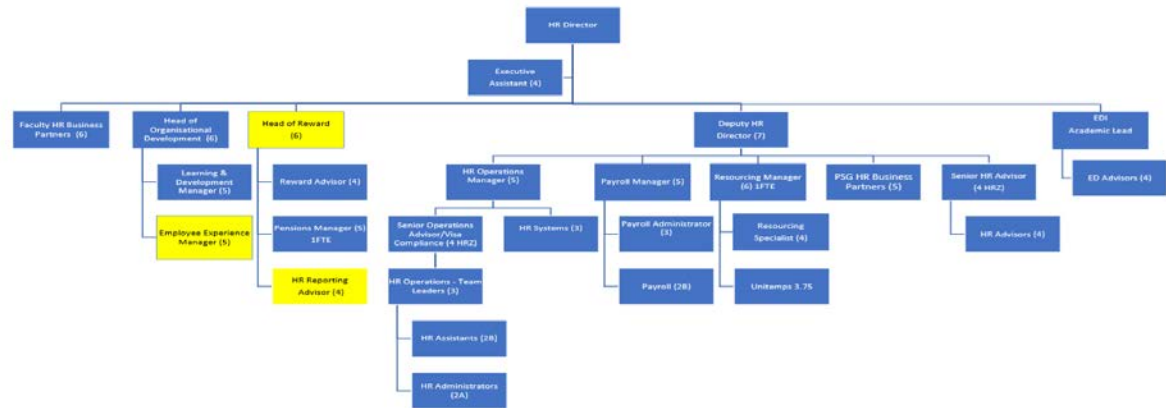
Ability to handle sensitive information in a confidential manner

E

3

Previous experience of working in an administrative role.	E	2
Proficient Microsoft Office skills	E	2
Experience of using an HR database	D	n/a
Experience of Higher Education Sector	D	n/a
Special Requirements:		Essential/ Desirable
n/a		
Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.		Level 1-3
Communication		2
Adaptability / Flexibility		1
Customer/Client service and support		2
Planning and Organising		2
Continuous Improvement		1
Problem Solving and Decision-Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking (level 3 only)		1
Influencing, Persuasion and Negotiation Skills (level 3 only)		1
Strategic Thinking & Leadership		n/a
<p>This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted, and the changes reflected in a revised Job Purpose.</p>		
Organisational/Departmental Information & Key Relationships		
<p><u>Background Information</u></p> <p>The Human Resources team aims to provide an efficient, effective and supportive HR service to the University community. It is part of the Professional Services Group. The Department will be implementing a new HR Operating model in 2020. As part of this change, all HR processes have been re-designed and streamlined, and the HR structure will be re-designed to support this, with the formation of an HR Operations Team</p>		

Department Structure Chart



Relationships

Internal

- Resourcing Team
- University Line Managers
- Faculty / Professional Services HRBPs and HR Centres of Excellence teams

External

- UKVI
- University Temporary Recruitment Agency