

## JOB DESCRIPTION

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<b>Job Title:</b>	Deputy HR Services Manager
<b>Grade:</b>	This post has been evaluated at Grade 5
<b>Responsible to:</b>	HR Services and Payroll Manager
<b>Responsible for:</b>	HR Services Team
<b>Date:</b>	September 2013

### Job Purpose

This post is responsible for the management and delivery of HR administration services, including staff recruitment and selection processes, provided to Falmouth University and Falmouth Exeter Plus. The post holder has a key role to play in creating a positive experience for managers, employees and applicants, ensuring that work is prioritised and coordinated across the team to provide a professional service where all HR administrative processes are conducted in a timely, accurate and efficient manner.

The University takes Health and Safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University's arrangements for Health and Safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

### Main Duties and Responsibilities

1. To manage and coordinate the team responsible for the delivery of HR administration services, including staff recruitment, so that the service provided is delivered in a timely, accurate and efficient manner. To include day-to-day direction of the operational workload of members of the team, providing support and advice where necessary, and conducting Performance and Development Reviews for directly managed staff.
2. To lead the co-ordination and administration of the staff recruitment process, from approval through to the issuing of Statement of Particulars. This to include advising on job descriptions, preparing and delivering recruitment campaigns using a variety of media, co-ordinating the operation of the redeployment policy as it applies to recruitment and ensuring correct completion of pre-employment checks.
3. To advise and support managers regarding the use of diverse advertising media and selection processes to optimise the talent pool available and facilitate effective decision making; to advise on shortlisting and be involved in conducting interviews as part of a panel, inputting into selection decisions as required.

4. To maintain and develop professional HR processes, records and quality/control procedures; ensure appropriate completion of electronic and paper-based administration and records relating to HR issues. To ensure correct understanding and compliance with relevant Statutory Schemes, legislation, organisational policies, procedures, conditions of service and guidelines in all areas of practice within the team.
5. To engage positively with all stakeholders of the services provided, building professional customer relationships, facilitating the smooth resolution of any conflict and providing advice and training on HR administrative issues, including recruitment, as required.
6. To deputise for the HR Services and Payroll Manager, as required, across all areas of their portfolio i.e. HR administration, payroll and information functions.

#### **General Duties and Responsibilities**

1. To work within and actively support the equality and diversity policies and practices of Falmouth University.
2. To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
3. To participate in the Annual Performance Development Review Process.
4. To ensure communications systems and practices support effective management arrangements and promote good relations with staff and students.
5. To work within a framework of effective governance, ensuring compliance with relevant Regulations, Legislation/Policies and Procedures.
6. To be responsible for your own continuing self-development.
7. To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the Universities business without altering the nature or level of responsibility involved.

#### **Health & Safety Requirements**

In relation to Health and Safety, you are responsible for ensuring that:

- You comply with safe systems of work in operation within your work area.
- You work co-operatively with other staff who have responsibility for Health and Safety Requirements.
- You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.

- You attend training as appropriate to your role (see the relevant Health and Safety Training Grid for requirements).
- You may be required to undertake duties as a first aider (for which a separate allowance is paid).

In relation to Health and Safety, you are responsible (on the direction and on behalf of the relevant Management Board Lead) for supporting the discharge of their duty as a member of the senior management team:

- To monitor effective safety implementation.
- To identify Health and Safety needs and requirements.
- For the care of all those affected by your acts or omissions.

You have a responsibility to ensure a safe and healthy environment for staff, students and other users of the areas of the University under your span of control, by ensuring that:

- Ensuring that Falmouth's safety policies and requirements are implemented and that resources are available to the staff under your control to ensure statutory compliance.
- That risk assessments for are undertaken for relevant activities (e.g. fieldwork, performances, exhibitions etc) undertaken by staff and students within your area, and that any resulting actions are taken and that safe working practices are followed.
- Ensuring the statutory compliance of those whose work you oversee.
- Undertaking risk assessments, consulting on these and ensuring that recommendations are carried out and that safe working practices followed.
- Ensuring that Health and safety policies and practices are implemented for areas under your control.
- Ensuring that correct and timely communication of safety issues, both to your superiors and the staff that work for you, is carried out as relevant to your areas of responsibility.
- Ensuring that you work within a framework of effective governance, ensuring compliance with relevant regulations/legislation/policies and procedures.
- Ensuring that staff within your area fulfill their responsibilities under the University's Health and Safety Policy, including any responsibilities as members of University Committees as appropriate.

## PERSON SPECIFICATION

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**Job Title:** Deputy HR Services Manager

Attributes	Essential Requirements	Desirable Requirements
<b>Education and Qualifications</b>	<p>Educated to A Level/diploma level standard or equivalent.</p> <p>Evidence of continuing personal and professional development.</p>	<p>Graduate member of the CIPD</p> <p>Payroll Qualification</p>
<b>Experience and Knowledge</b>	<p>Experience in a complex administrative environment, developing and operating HR systems and processes and associated regulations/best practice relating to the employment of staff to deliver a high quality service.</p> <p>Experience in a supervisory role involving the management and co-ordination of staff providing a variety of administrative services with diverse content and timescales.</p> <p>Experience of advising and supporting line managers in the implementation and operation of HR processes and procedures.</p> <p>Knowledge of employment related equality legislation.</p> <p>Use of HR databases, electronic and paper based systems; knowledge and application of data management regulations and guidance.</p>	<p>Experience of working in Higher Education or other complex organisations.</p> <p>Experience of the co-ordination and administration of recruitment and selection processes.</p> <p>Familiarity with 'iTrent' HR system.</p>
<b>Skills and Personal Requirements</b>	<p>Effective verbal and written communication and interpersonal skills, including tact, diplomacy and sensitivity.</p> <p>Ability to negotiate and influence effectively where appropriate.</p>	<p>Proven ability to motivate others; active team building skills.</p> <p>Understanding of work process analysis.</p> <p>Skilled interviewer.</p>

	<p>Strong problem-solving skills, ability to use personal initiative, be creative and innovate.</p> <p>Highly organised, both in respect of own workload and that of others, with ability to delegate, prioritise and re-prioritise as necessary to meet tight deadlines while maintaining attention to detail.</p> <p>Technical aptitude and capability to be an 'expert user' of HR databases and web pages; confident working with data.</p> <p>Respect for confidentiality of personal information and pro-active exponent of equality and diversity.</p> <p>Personal resilience and professional confidence.</p> <p>Available to work at times which ensures effective service is maintained across the full working day/week/year; and to travel to all campuses.</p>	<p>Able to retrieve and manipulate data from databases.</p> <p>Basic web design skills.</p> <p>Familiar with range of social media.</p>
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