

Human Resources and Organisational Development Services Manager

Job Ref: REQ190063

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management and Specialist Grade 7

Job Purpose

In collaboration with the Strategic Projects and Recruitment Manager to deliver the University's recruitment and new employee strategy in support of the People Strategy

In collaboration with the Strategic Lead for Academic, Professional and Organisational Development, to deliver a comprehensive professional growth and development programme

Job Duties

- Provide an effective and timely recruitment service to Schools and Professional Services, working closely in collaboration with other colleagues in HR
- Lead the delivery of high-profile recruitment campaigns working closely with other HROD professionals and colleagues, including senior managers in Schools and Professional Services
- Support senior leaders in the recruitment of senior positions, working closely with the Strategic Recruitment and Projects Manager
- Provide specialist advice and guidance on all matters relating to recruitment, including best practice and compliance and act as an escalation point for issues, queries and complaints
- Work closely with the Immigration Advisers to ensure legal compliance with UKVI obligations
- Work closely with HR Systems Advisers to ensure that recruitment and selection processes are efficient and effective
- Lead initiatives to enhance the candidate and new employee experience
- Ensure that the department's Centre for Academic, Professional and Organisational Development (CAPOD) receives appropriate administrative support in order to deliver its programme

- Work closely with CAPOD colleagues to develop, deliver and review the APOD programme of events
- Lead the annual review of external training suppliers in collaboration with colleagues in CAPOD
- Introduce a culture of continuous review and improvement of policies and processes to deliver efficient and effective services to the University
- Lead the team of around 12 staff ensuring they are appropriately motivated, developed and resourced to deliver a high-quality service
- Manage a reception service for the HROD department and instil a customer service culture which ensures all colleagues are welcomed and supported in accordance with University values
- Oversee the HROD budget, including monitoring expenditure, liaising with external suppliers to secure competitive prices, forecasting expenditure and assisting with the preparation of budget bids and flag any issues in a timely manner to the appropriate senior leader

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Deputy Director of Human Resources and Organisational Development.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of working in Human Resources	1,3
	Experience of working in a recruitment and selection environment in a management capacity	1,2,3
	Experience of working with HR systems to be able to improve process and candidate experience	1,2,3
	Strong track record of providing professional advice and guidance to senior managers	1,3
	Experience of event organisation and management	1,2,3
	Strong customer service experience	1,2,3
	Experience of managing a team	1, 3
Skills and abilities	Strong and up to date knowledge of best practice, sector trends and legislative requirements with regards to recruitment and selection	1,2,3
	Excellent numerical and analytical skills with high attention to detail	2,3
	Excellent administrative skills to be able to review processes and implement process improvements and efficiencies	1,2,3
	Proven organisational skills and able to meet tight deadlines and prioritise conflicting demands	2,3
	Ability to think strategically	2,3
	Excellent written and oral communication skills with the ability to present clear, well structured reports	2,3
	Strong analytical skills	2,3
	Up to date knowledge of employment law	2,3
	Ability to influence and persuade staff at all levels, including senior managers	1,2,3
Training	Commitment to continuing professional development	3
Qualifications	Degree or equivalent experience	1
	Relevant professional qualification, e.g. Chartered Member of CIPD	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in Higher Education	1,3
	Experience of using iTrent	1,3
	Experience of working within an HR shared services environment	1,3
	Experience of creating and developing a team	1,3
Skills and abilities	Project management and/or process improvement	1,2,3
Qualifications	Qualification in financial management	1

Conditions of Service

The position is full time and open-ended. Salary will be on Management and Specialist Grade 7, £40,792 - £48,677 per annum, at a starting salary to be confirmed on offer of appointment. The appointment will be subject to the University's Terms and Conditions of Employment for staff grades 6 and above, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Anne Lamb, Deputy Director of Human Resources and Organisational Development by email at A.E.P.Lamb@lboro.ac.uk or by telephone on 01509 222168.

Applications

The closing date for receipt of applications is **8 February 2019**. Interviews will be held on **26th February 2019**.