

SDC Senior Operations Officer

Job Ref: 210494

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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: Administrative Services Grade 5

Job Purpose:

To support the Sport Development Centre and our partners in professional services by taking responsibility for a range of Operational and HR processes, providing high level support for HR operations to line managers and individuals within SDC.

Job Duties:

- To support the Commercial Manager in managing the departments HR responsibilities, ensuring compliance with HR legislation and adherence to relevant University policies and procedures.
- Act as line manager to the recruitment administrator providing day to day advise and support.
- Under the direction of the Commercial Manager and professional services partners undertake project work that will improve the services provided to colleagues across SDC.
 - For example, lead the roll-out of online casual claims system (currently Dashboard) to maximise efficiency savings and claimant experience
- Submit position approval requests on behalf of the SLT
- Support line managers with complex recruitment, multi stage recruitment processes.
- Process resignations ensuring managers complete a thorough off-boarding process appropriate to each role and maintain an accurate vacancy list.
- Act as GDPR lead in relation to HR records for SDC, supporting appropriate storage and deletions policies as appropriate.
- Liaise with HR Partner and Adviser regarding the management of sickness absence, including reviewing data, circulating sickness reports to relevant line managers and supporting referrals to Occupational Health as required
- To deal with HR related and general enquiries either by telephone, in writing or in person. This will involve dealing with members of staff, students, the public, potential employees and external organisations.
- Provide first line support to ensure recruiting managers understand requirements for Right to Work checks and that SDC recruitment remains compliant in conjunction with the Immigration Advisers.
- To liaise with HR Partner to evaluate necessity and level of DBS checks required and maintain a record of eligible roles list.
- Co-deliver relevant HR courses/bite size workshops periodically throughout the year to staff and volunteers
- Prepare and co-ordinate papers for selected committees and/or working groups, and prepare documents for job evaluation
- To oversee the allocation of holiday for all SDC staff and assist managers with holiday calculations and payments, where appropriate.
- Support managers in SDC with disciplinary and grievance cases in liaison with the HR Partner and Adviser
- To coordinate the probation process liaising with managers regarding progress and ensuring the necessary paperwork is completed and submitted in accordance with University procedures, collaborating with colleagues to ensure induction and mandatory training are also completed and recorded correctly.

- To coordinate the allocation of mobile phones and sim cards.
- Actively seek opportunities to increase skills and knowledge for both the current and future positions
- Undertake delegated project work and administrative duties, in line with departmental needs and commensurate with role and grade, as determined by SLT.

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 Commercial Manager

Responsible for those supporting recruitment admin in SDC.

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	Significant experience of Human Resources Administration including recruitment, sickness absence and probation.	1,3
	Experience of managing and working in a busy team.	1,3
Skills and abilities	Competent in Microsoft applications: Word, PowerPoint, Excel and Outlook	1,3
	Literate and numerate	3
	Good attention to detail	1,3
	Excellent organisational skills	1,3
	Adaptable and flexible approach to the needs of the role	1,3
	Ability to prioritise task and work under pressure to meet deadlines	1,3
	Good interpersonal and communication skills, both written and verbal	1,3
	Ability to work in a clear, consistent and transparent way	1,3
	Ability to deal with a wide range of colleagues with sensitivity	1,3
	Ability to maintain information security and confidentiality	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
Qualifications	Educated to 'A' level standard or equivalent	1
Equality and Diversity	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1,3
Other	Commitment to observing the University's Equal Opportunities policy at all times	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of HR function in a public or HEI organisation	1,3
Skills and abilities	Experience with HR Systems, ideally iTrent and Dashboard	1,3
Training	Demonstrate an interest in professional development	1,3
Qualifications	CIPD qualified to Level 5 or willingness to attain plus have substantial HR experience.	1

Conditions of Service

This is a full-time, open-ended position. Salary will be on Administrative Services Grade 5, £25,217 to £30,046 per annum pro rata, at a starting salary to be confirmed on offer of appointment. Subject to annual pay award. The appointment will be subject to the University's normal Terms and Conditions of Employment for Operational and Administrative staff, 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 are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

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>)