

## Human Resources Services Team Leader

Job Ref: REQ230198

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

The Department of Human Resources is a key professional service within the University. We support the University's mission by delivering a high quality, progressive, equitable and inclusive employment experience, working closely with leaders in the organisation. Our vision is for the University to be a diverse and inspiring place to work that enables people to be themselves and perform at the highest levels in support of the University's ambitions. The Department comprises the following teams:

- HR Partnering
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services
- Reward and Benefits

### Job Description

**Job Grade: Management and Specialist Grade 6**

#### Job Purpose

Lead a team providing a high quality, solution focused HR service to the University's employees and their managers

Contribute to delivering a high quality, progressive, equitable and inclusive employment experience for all staff in support of the University's mission

#### Job Duties

- Manage, coach and develop a team of 10 staff in providing HR support to all aspects of the employee lifecycle, e.g. probation, contract changes, sickness, extended family leave, holidays, resignations and retirement including the delivery of data readiness for monthly payroll processing
- Ensure the team is engaged, motivated and focused on delivering a high quality service to managers and an progressive and inclusive experience to employees
- Support the team to use workforce data to support the HR Partnering team and with the preparation of HR data metrics relating to team activity

- Work with the HR Partner team to provide support for employee relations cases as appropriate
- Work with the HR Partner team to provide secretarial support for University Committees
- Act as an escalation point for complex queries or disputes
- Support with the creation of HR policies, procedures and guidance liaising with key stakeholders as appropriate
- Proactively support approaches to wellbeing liaising with specialist teams to ensure the wellbeing of the team
- Identify and implement ways to improve processes and create capacity
- Undertake and lead project work initiatives as delegated to by the line manager
- Maintain confidentiality in relation to people matters and information management complying with GDPR
- Ensure HR records are kept up to date and accurate at all times
- Provide relevant training/workshops using innovative delivery methods and working with Organisational Development as appropriate
- Work with the HR Data and Systems Team Lead to ensure processes and systems are optimised
- Ensure that all activities of the team have equity, diversity and inclusion embedded in them
- Any other reasonable duties as assigned by the Director of HR

### **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 HR Services Manager.

## 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	Experience of working in an HR team in a large, complex organisation	1,3
	Experience of providing a high quality, solution focused HR service	1,2,3
	Experience of working with stakeholders to understand their needs	1,3
	Experience of leading a team	1,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
Skills and abilities		
	An understanding of how HR services can contribute to creating a high quality, progressive and inclusive employment experience	1,3
	Proven ability to work on own initiative and meet project deliverables	1,3
	Proven ability to work collaboratively with colleagues in HR to achieve the best project outcomes	1,2,3
	Up to date knowledge of employment law	1,2, 3
	Meticulous attention to detail	1,3
	Ability to prioritise tasks and work under pressure to meet deadlines	1,2,3
	Commitment to equity, diversity and inclusion	1,3
	Strong interpersonal skills to be able to build relationships with a range of stakeholders and influence them to deliver a high quality, solution focused service	1,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
	Strong analytical skills to be able to understand, analyse and report on data sets	1,2,3
	Competent in Microsoft applications, e.g. Word, Powerpoint, Excel, Outlook and in the use of HR systems	1,2,3
Training		
Qualifications	Degree level education or equivalent experience	1
	CIPD Level 7	1
Other		

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in higher education	1
Skills and abilities		
Qualifications		

### Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist grade 6 from £32,348 to £42,155 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/az/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/>

### Applications

The closing date for receipt of applications is **Monday 13 March 2023**.