

Human Resources Administrative Support and PA to the Human Resources Senior Leadership team

REQ240313

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 4

Job Purpose

To manage and provide a pro-active, high level of administrative support and personal assistance to the Director of Human Resources and Human Resources Senior Leadership Team (HR SLT).

Job Duties

- To provide a professional level of secretarial services/administrative support to the Director and Senior HR team, (including Office 365, documents preparation; dealing with incoming enquires; receiving visitors to the office, arranging internal and external meetings; making travel arrangements.
- To proactively manage diaries and meeting schedules using Outlook and agreed principles to ensure effective time management, including securing venues and catering as required.
- To proactively manage the Directors' email and other correspondence relating to supporting HR processes as deemed appropriate (including much that is private and confidential, setting priorities and taking appropriate actions).
- Organise and maintain filing of general correspondence, reports, minutes and reference documents etc as required.
- To make arrangements for regular meetings internally and externally on behalf of the Director and HR SLT.
- To arrange and attend departmental meetings compiling agenda and taking notes or minutes as required. Support the technical set up of virtual meetings as required.
- To organise and arrange away-days, conferences; seminars; workshops; interview panels; UHR/UCEA training or learning events etc on behalf of the HR SLT.
- Process purchase order requests, payments and invoices for the HR team.
- Ordering HR stationary and discretionary gifts and cards as required.

- To respond expeditiously to requests for documentation and information from University staff and to ensure the return of documents (with particular attention to sensitive confidential items).
- To communicate clearly and efficiently within and beyond the HR function and the University on their behalf; to represent the University appropriately at all times and to develop excellent working relationships especially with senior contacts internally and externally.
- Use of i-trent (University HR and Payroll system) and updating HR website pages as required to ensure these are current and up to date.
- Administratively support the HR projects team to deliver the agreed HR projects portfolio programme, aligned to the Loughborough University Strategy delivery, Creating Better Futures, Together.
- Ensure compliance with relevant University policies and procedures.
- To direct requests for information and action to appropriate staff in the University.
- To adapt approach to meet the needs and work practices of the HR SLT where appropriate.
- To undertake such other duties that are commensurate with the nature and grade of the post.

Points To Note

The postholder will provide support across the Human Resources Function, this will include spending time within the HR office. This post will be eligible for some dynamic working which can include working remotely for some of the time as agreed with the line manager.

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties will 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: Head of Human Resources Operations with work for HR overseen by HR Services Team Manager.

Responsible for: None

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 providing administrative support to senior managers	1, 3
	Experience of working in a large complex organisation	1, 3
	At least one year's experience within a Human Resources department	1
Skills and abilities	Excellent IT skills, with knowledge of Excel, Word, PowerPoint and Outlook	1, 2, 3
	Excellent interpersonal and organisational skills	1, 2, 3
	Initiative and judgement to handle complex problems, especially where no precedent exists	1, 3
	Excellent attention to detail and accuracy	1, 2, 3
	Ability to respond immediately to changing priorities and rationalise competing demands	1, 2, 3
	Proven ability to work with limited supervision and guidance (after initial training)	1, 3
	Exercise initiative and take a high degree of responsibility	1, 3
	A professional, positive, proactive and courteous manner with a strong commitment to high levels of customer service	1, 3
Training	Demonstrate evidence of having undertaken further training	1
Qualifications	At least A level education or equivalent	1
	GCSE Grade C or equivalent in English and Mathematics	1
Other	Maintenance of strict confidentiality at all times	1, 3
	A willingness to work flexibly according to the demands of the post	3
	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of Loughborough specific systems and procedures.	1,3
Skills and abilities	Understanding and knowledge of relevant legislation e.g. Data Protection Act, Freedom of Information etc.	1,3
Qualifications		

Other		
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Conditions of Service

The position is full time and fixed term for 6 months. Salary will be on Staff Grade 4, from £23,700 to £27,181 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 1-5, 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/>