

Human Resources Services Manager

Job Ref: REQ250427

Department summary:

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 Family and Grade: Management and Specialist Grade 7

Job Purpose

Work as a member of the HR senior leadership team to deliver a excellent employment experience in support of the University's mission and strategy.

Lead on the delivery of a high quality, inclusive and strategically driven HR operations service to the University

Job Duties

- Lead and manage the HR Services team ensuring resources are appropriately allocated and colleagues are developed and motivated appropriately driving continuous improvement at all times.
- Deliver an efficient, solution focused and strategically informed end-to-end HR service (from induction to retirement) that contributes to the University's high performance and success levels.
- Ensure HR services KPIs are developed and maintained to support the management of the HR service delivery.
- Drive the creation and implementation of innovative HR services and their related processes to enhance employee experience, improve staff retention, and support the University's strategic goals across all schools and services.
- Lead and undertake project work supporting the University's strategy.
- Provide leadership to University senior leaders on best practice in HR operations.
- Provide advice and guidance on complex HR matters and act as an escalation point.

- Work in collaboration with HR colleagues and other key stakeholders to assess the impact that people practices and policies have on the employee experience.
- Maintain confidentiality in relation to people matters and information management complying with GDPR.
- Maintain oversight of all HR services policies and practices ensuring they are fit for purpose and legally compliant.
- Ensure that all activities of the HR services team have equity, diversity and inclusion embedded in them including providing strategic advice on equality impact assessments.
- Provide strong and consistent leadership to the HR department.
- 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 outlined in the document.

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 are expected to uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this commitment.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Belonging and Inclusion.

Organisational Responsibility

Reports to the Deputy Director of Human Resources

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

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

Essential Criteria

Area	Criteria	Stage
Experience	Substantial experience of working in an HR department in a large, complex organisation	1
	Experience of delivering a progressive and inclusive employment experience through the employee lifecycle (from probation through to retirement)	1,2,3
	Experience of conducting process reviews to ensure that all processes are efficient and effective	1,3
	Experience of managing employee relations cases	1,3
	Experience of leading a team including managing performance and setting priorities	1,3
	Experience of maintaining confidentiality and compliance with GDPR	1,3
	Experience of providing HR advice on a range of complex matters, ensuring compliance with legislation, balancing organisational risk as well as a positive employee experience	1,3
Skills and abilities	Proven ability to work independently and on own initiative	1,3
	Ability to work as a member of the HR leadership team to provide a high-quality service to the University	1,3
	Excellent organisational skills to manage a large and varied portfolio of schools and services	1,2,3
	Up to date knowledge of employment law	1,2,3
	Proven ability to communicate effectively with people in all parts of the organisation and build strong relationships	1,3
	Strong coaching and influencing skills	1,3
	Commitment to equity, diversity and inclusion	1,3
	Commitment to enhancing the employment experience for all staff	1,3
Training		
Qualifications	Degree level education or equivalent experience	1
	CIPD level 7 (or equivalent CIPD post-graduate qualification)	1
Other		

Desirable Criteria:

Area	Criteria	Stage
Experience	Experience of working in higher education	1
Skills and abilities		
Qualifications	Chartered member of the CIPD	1

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and the way we work at Loughborough. The University promotes the values of being **Adventurous**, **Collaborative**, **Creative**, **Authentic** and being **Responsible**. All employees are expected to demonstrate these values in the workplace.

For more information, please refer to our [vision and values](#).

Our Accreditations



We 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.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared themselves with a disability, provided they meet the essential criteria for a role. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.

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.