

HR Officer

Job Ref: REQ260656

School/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, including Reward and Benefits
- Employee Relations
- HR Services
- HR Systems and Data
- Recruitment and Resourcing
- Payroll Services

Job Description

Job Family and Grade: Administrative Services Grade 4

Job Purpose

To support the HR Services team in delivering a high quality, solution focused HR service to employees and managers across the University. This role plays an important part in providing effective administrative support across a range of employee lifecycle activities and ensuring HR processes are delivered accurately, efficiently and in a customer-focused manner.

The HR Officer contributes to creating a high quality, progressive, equitable and inclusive employment experience for all staff, aligned to the University's mission and values, ensuring employees receive a professional and responsive service throughout their employee journey.

Job Duties

- Provide administrative support for employee lifecycle processes across Schools and Services, ensuring activities are delivered accurately, efficiently and in line with agreed procedures.
- Support employee lifecycle processes relating to probation, contract changes, DBS, sickness, extended family leave, holidays, resignations and retirement by liaising with managers, producing correspondence and updating HR systems.
- Ensure HR systems and documents are updated accurately and in a timely way.
- Administer the workforce information processes relating to contractual employee data, including (but not limited to), salaried and casual employees, ensuring all payroll deadlines are met.
- Act as a first point of contact for HR enquiries, providing procedural guidance, resolving straightforward queries and escalating more complex matters to the appropriate HR team.

- Provide general administrative support, including note taking, as required by the HR Services team.
- Ensuring personnel filing is maintained and archived in accordance with the retention schedules.
- Collaborate in routine data quality and housekeeping checks to support the accuracy and integrity of HR data and system applications.
- Support colleagues with their understanding and use of HR systems as required.
- Contribute to the continuous improvement of HR processes, systems and administrative practices.
- Undertake project work as delegated to by the line manager.
- Maintain confidentiality in relation to people matters and information management complying with GDPR.
- 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.

Organisational Responsibility

Reports to the: Senior HR Officer

Direct Reports: N/A

Budget Responsibilities: N/A

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

Essential Criteria:

Area	Criteria	Stage
Experience	Experience of working in a large, complex organisation, ideally in an HR environment	1
	Experiencing of processing high levels of administrative tasks with a high level of accuracy and in a timely manner	1, 2, 3
	Experience of using IT systems, ideally HR systems	1, 3
	Experience of working in a customer focused environment	1, 3
	Experience of maintaining confidentiality and compliance with GDPR	1, 3

Skills and abilities	An appreciation of the role of HR in creating a high quality, progressive and inclusive employment experience	3
	Ability to work on own initiative with minimal levels of supervision	1, 3
	Meticulous attention to detail	1, 2, 3
	Strong interpersonal skills to be able to build relationships with a range of stakeholders	2, 3
	Commitment to high levels of customer service and providing a positive employee experience	1, 3
	Ability to prioritise tasks and work to pressure meeting deadlines	3
	Excellent Microsoft Office skills including Teams, OneDrive, Outlook, Excel	3
	Understanding of employment legislation	3
	Flexible approach, able to adapt to changing environment	3
Qualifications	A Level education or equivalent experience	1
	CIPD Foundation Certificate (or studying towards it) or equivalent experience	1
Other	Demonstrate an ability to behave in a way that adheres to equitable and inclusive working practices, while respecting diversity of thought and supporting freedom of speech and expression.	1,3

Desirable Criteria:

Area	Criteria	Stage
Experience	Experience with HR Systems ideally iTrent	1

Conditions of Service

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

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to Equity, Diversity, and Inclusion (EDI), while carrying out all duties in a way that respects these principles and upholds the right to free expression. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 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 a disability, provided that the essential criteria for the role are met. 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.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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.