

Deputy HR Services Manager

Job Ref: REQ260669

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 across 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:

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

Job Description

Job Family and Grade: Management and Specialist Grade 6

Job Purpose

To manage and develop a team responsible for delivering high-quality, solution focused HR services and people administration across the employee lifecycle, providing expert support and advice to employees, managers and colleagues across the university while ensuring the effective, consistent and compliant operation of people processes.

To play a key role in creating a positive employee experience, supporting the delivery of a progressive, equitable and inclusive employment experience for all staff – aligned to the University's mission and values – ensuring people feel supported, valued and empowered throughout their employee journey.

Job Duties

- Manage, coach and develop a team of HR Advisers and the Senior HR Officer (who has the responsibility for the HR Officers) fostering a high-performing, solution-focused and inclusive team culture that promotes engagement, wellbeing, continuous improvement and professional development.
- Ensure the delivery of a high-quality, employee centred HR service across the employee lifecycle including probation, contract changes, family leave, flexible working, annual leave, reward, resignations and retirement including the delivery of data readiness for monthly payroll processing.
- Monitor service delivery, workloads and service standards, ensuring an effective and responsive HR service and the achievement of agreed team objectives.
- Act as an escalation point for complex HR queries, cases and employee matters, providing specialist advice, guidance and coaching to support effective decision-making, build capability and achieve appropriate outcomes.

- Work collaboratively with HR colleagues across the department to support employee relations activity and organisational priorities.
- Lead the preparation, analysis and reporting of HR services metrics and workforce information, to support decision-making and continuous improvement.
- Oversee the delivery of university committee support and key annual HR processes, including Academic Promotions and Long Service Awards.
- Support the development and implementation of HR policies, procedures and guidance, engaging stakeholders as appropriate.
- Identify and implement opportunities to improve processes, working collaboratively with HR Data & Systems to optimise systems and create capacity through continuous improvement, automation and the responsible use of AI.
- Develop and deliver training, guidance and workshops on HR policies, processes and systems.
- Ensure HR records and employee data are maintained accurately, securely and in accordance with GDPR and University requirements.
- Lead operational workstreams and contribute to HR projects and change initiatives as required.
- Ensure equity, diversity and inclusion principles are embedded across all team activities and service delivery.
- Undertake any other duties commensurate with the grade of the post.

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: HR Services Manager

Direct Reports: HR Advisers and Senior HR Officer

Budget Responsibilities: Responsible for managing event budgets

Structure Chart: [HR - Meet the team | Human Resources | Loughborough University](#)

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 HR team in a large, complex organisation	1,3
	Experience of providing a high quality, solution focused HR service across a range of employee lifecycle activities	1,3
	Experience of working with stakeholders to understand their needs	1,3

	Experience of managing a team	1,3
	Experience of maintaining confidentiality and compliance with GDPR	3
Skills and abilities	An understanding of how HR services can contribute to creating a high quality, progressive and inclusive employment experience	2,3
	Proven ability to work on own initiative and meet project deliverables	1,2,3
	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	2,3
	Meticulous attention to detail	1,2,3
	Ability to prioritise tasks and work under pressure to meet deadlines	2,3
	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	3
	Strong analytical skills to be able to understand, analyse and report on data sets	2,3
	Competent in Microsoft applications, e.g. Word, PowerPoint, Excel, Outlook and in the use of HR systems	2,3
Qualifications	Degree level education or equivalent experience	1
	CIPD Level 5 (or studying towards it)	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 of working in higher education	3
	Experience of managing projects	3
Skills and abilities	Application of AI and Power Automate in continuous improvement of HR processes	3

*Stage

1 = Application
2 = Assessment
3 = Interview

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.