

RECRUITMENT PACK

This document includes the following information:

- Job Description
 - Person Specification
 - Additional information
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Making an application:

When completing the on-line application form you will be asked to answer questions to help you demonstrate how you meet the requirements of the post. Your answers will be used at the shortlisting and interview stages of the recruitment process. We therefore recommend that you take a copy of this recruitment pack to help with your preparation.

NOTE: You don't have to answer the questions in one attempt, but can save your incomplete application and return to it at another time. You may want to draft your answers using Microsoft Word and then copy your text into the application form. Please be aware that formatting (e.g. underline, bold, bulleting) will be lost in this process. If you are using an Apple product you will need to use an alternative web browser to Safari such as Google Chrome.

- Links to Guidance Notes and Frequently Asked Questions can be found on the Search Results page. These pages will open in a new window.
- **We recommend that you take a copy of this recruitment pack to help with your preparation.**

A commitment to sustaining an inclusive and diverse community is one of the University's Core Values and we are keen to address any imbalances in our workforce.

The University of Essex is proud to be part of the Disability Confident scheme and is committed to supporting diversity and equality, representative of our inclusive community. As part of our commitment to this scheme any candidate who has a disability and meets all the essential criteria for the role will be offered an interview. We also work in partnership with national disability organisation [DisabledGo](#) who provide detailed online access guides to many of our campus buildings and facilities which you may find useful.

Please note: We are only accepting on-line applications for this post. However, if you have a disability that makes it difficult for you to provide us with information in this way, please contact the Resourcing Team (01206 876559) for help.

Closing Date: 24 February 2019

Interviews are planned for: 6 March 2019



JOB DESCRIPTION – Job ref REQ02355

Job Title and Grade:	Employee Relations Operations Team Leader Grade 6
Contract:	Permanent, Full-time
Hours:	36 hours per week
Salary:	£26,243 - £29,515 per annum
Department/Section	Human Resources Section
Responsible to:	Director of Human Resources
Reports on a day to day basis to:	Employee Reward Manager
Responsible for:	Employee Relations Assistants
Purpose of job:	<p>Responsible for leading the team that provide first level advice and guidance in relation to HR policies, procedures and processes. Our aim is to deliver an excellent service for everyone who comes into contact with the team by providing a professional first point of contact HR service that is backed by efficient, quality and effective administration.</p> <p>As Team Leader you will lead the team to achieve this. This means ensuring quality, timeliness and consistency of advice and guidance on a wide range of questions is provided to our customers (who come in to contact with policy and procedure within the University).</p> <p>You will work closely with groups of colleagues across HR to ensure a joined up and seamless service is provided to our customers. You will also ensure that we have Service Descriptions and Key Performance Indicators in place that are reported on monthly to management and that can underpin the performance of the team.</p>

Duties of the Post:

The main duties of the post will include:

Team Management

- Lead the team, including undertaking regular 1-2-1's, agreeing and reviewing individual objectives and performance, supporting the team in building individual personal development plans, managing performance and recruiting new talent and training and developing them into roles.
- Develop an engaged and committed team who understand their roles, responsibilities, required standards and performance targets and work collaboratively to provide a joined up HR service.
- Ensure a culture of learning and sharing knowledge, expertise and skills across the team.
- Prioritise workload for team members and act as a point of escalation for the team on any complex queries, taking decisions to resolve issues as appropriate.
- To ensure that all contacts (email, telephone, personal visitor etc.) with HR are recorded by the team, initially through existing systems, moving to Dynamics CRM technology (or equivalent

when available) and that key performance indicators/targets are monitored and achieved and that regular reports are provided to AD ER&R. Where targets are not achieved required actions should be agreed and implemented.

Administration and Contracts

- Promote the HR Service as the first point of contact for all HR matters including first line advice as well as guidance on policy, processes and procedures.
- Act as principle i-Trent super user.
- Broad areas of transactional activity that direct reports are responsible for.
- Post/position creation in i-Trent, data quality in i-Trent, resolving email access queries, resolving data integrity issues between various system, contract production and input of all non-centralised recruitment, contract changes, extensions and leavers, correspondence production of the above changes, recording information on CRM and compiling associated metrics.
- Maintain accurate employee records within the core HR system and electronic document management system, producing new contracts of employment, amendments to contracts, maternity/paternity/extension letters and other employee life cycle documents such as annual leave entitlements, organisation structure changes, leave of absence recording, office holder allowances and flexible working.
- Checking Right to Work in the UK documentation for employees (all tiers) ensuring all are correct and in line with Home Office advice and guidance. Ensuring compliance with legislation and University policy in relation to all employee checks (including references, information security, right to work in UK, rehabilitation of offenders etc.)
- Assist employees with queries and support relating to employee self-service, annual leave, leave of absence, campus cards, parental leave, all HR policies and ensure reception, telephone and email cover if available throughout opening hours.
- Managing weekly and monthly reporting including monitoring contract ends, probationary periods, visa expiry dates, allowances etc., initiating regular and timely checks with designated departments/sections and schools to ensure employees are not over paid. Planning workload to take account of the peaks and troughs of the academic year.
- Preparation of employment related correspondence requested by employees for mortgage applications, employment confirmation, NI applications, disclosure checks, visa/settlement applications etc.
- Ensuring employee literature is maintained to ensure accuracy and reflection of current policy and legislation.
- Build the reputation of the HR Service as delivering excellence in HR administration activity.
- Responsible for signposting queries to Employee Relations Advisers. Also provide support and assistance to HR Managers.
- Advise Managers and Employees on the interpretation and application of policies, procedures and guidelines by telephone, face to face and in writing.
- Advise Managers and Employees on HR processes, providing guidance on employee and manager self-service and HR webpages/portal where needed (channel migration).
- Share specialist knowledge and expertise with other team members as appropriate and contribute to the development of new team members.
- Work closely with other teams within Employee Relations & Reward to ensure that a high quality and integrated HR service is provided to colleagues. Attend regular catch up meetings with Faculty based HR staff.
- Ensure key deadlines are met such as HR and Payroll processing dates and team service standards.
- Maintain effective systems for processing and monitoring HR administration.
- Respond appropriately to email inbox and telephone line enquiries and information requests.
- Ensure a high standard and quality of work through peer checking documents and processes
- Work closely with Payroll to ensure changes to employee data are accurately dealt with each month.
- Contribute to the ongoing review and improvement of team working, practices and processes; proactively identify better ways of working.
- Maintain knowledge management systems within the team (including induction/guidance for



- new starters).
- Play an active role in the wider HR team discussions, sharing insight of operational front line issues.
 - To comply with the data protection and information security regulations and policy ensuring the customer information remains confidential at all times.
 - To ensure that own work is accurate, meets quality targets, reasonable deadlines and reporting requirements.

Any other duties as may be assigned from time to time by the Director of Human Resources or their nominee.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Terms of Appointment:

For a full description of the terms of appointment for this post please visit:

<https://www.essex.ac.uk/staff/employment-policies-procedures/my-contract>

February 2019

PERSON SPECIFICATION

JOB TITLE: Employee Relations Operations Team Leader

Qualifications /Training

	Essential	Desirable
▪ Degree or equivalent level qualification	<input type="checkbox"/>	<input checked="" type="checkbox"/>
▪ Chartered membership of CIPD	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Five GCSEs grade A-C	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Evidence of IT skills competence	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Experience/Knowledge

	Essential	Desirable
▪ Experience of working to SLA's, KPIs and standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of leading and motivating a team to deliver goals	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Demonstrable experience of delivering excellent customer service including face to face	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Understands employment contract and amendment administration and employment law associated with this	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Demonstrable experience of maintaining accurate and up to date employee data using HR systems and using this to support business needs including all elements of the employee life cycle	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of giving advice to customers or colleagues using a coaching style	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of managing and developing people including managing poor performance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working under pressure and prioritising workload to deal with a range of varied and competing tasks	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working collaboratively to implement organisation wide changes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working in a fast paced environment where a high level of numeracy and meticulous attention to detail was needed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Experience of working with the UK Visa and Immigration regulations and legislation and right to work in the UK issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Skills/Abilities

	Essential	Desirable
▪ Excellent oral and written communication skills, with the ability to explain complex and technical issues clearly and simply	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent attention to detail	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent listening skills, use of appropriate methods, language, medium and style of communication, tact and diplomacy	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Excellent organisational skills and experience of working independently, including the ability to work on own initiative with a methodical approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to be flexible and adaptable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to challenge the way things are done to improve organisational effectiveness	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Proactive approach	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Strong team work ethos	<input checked="" type="checkbox"/>	<input type="checkbox"/>



▪ Resilient and calm under pressure	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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Other

	Essential	Desirable
▪ Ability to meet the requirements of UK 'right to work' legislation*	<input checked="" type="checkbox"/>	<input type="checkbox"/>
▪ Ability to act with discretion and to maintain confidentiality.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*The University has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect. Please note that the University will not be able to issue a Tier 2 Certificate of Sponsorship for this post. For further information about UK immigration requirements please follow this link <https://www.gov.uk/government/organisations/uk-visas-and-immigration>

February 2019

ADDITIONAL INFORMATION

Human Resources

You can find more information about the department at the following link:

<https://www.essex.ac.uk/staff/professional-services/human-resources-section>

General information

Informal enquiries may be made to Tanya Clements Employee Reward Manager (telephone: 01206 874565 e-mail: tclem@essex.ac.uk). However, all applications must be made online.

People Supporting Strategy

Please find a link to the People Supporting Strategy below:

<https://www.essex.ac.uk/-/media/documents/directories/human-resources/people-supporting-strategy.pdf>

Pay and benefits

We advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range. The university salary structure includes automatic pay progression within the published grades, subject to service and performance. In addition to this, there are performance related annual pay review schemes in place.

As an employer we offer a range of benefits and a commitment to career development and equal opportunities in an environment that both reflects and creates a rich interaction of people, disciplines and ideas.

- Pension scheme
- Generous holiday entitlement
- Competitive salaries
- Training and development
- Family friendly policies
- On campus childcare facilities, for more information visit www.wivenhoeparkdaynursery.co.uk
- Relocation package for qualifying staff
- Interest free season ticket loan
- Range of optional salary exchange tax benefits (pension and bicycle schemes)

This document is produced by:

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