

<b>Post/Job Title:</b>	<b>HR Services Administrator (Hourly Paid Staff) (Maternity Cover)</b>
<b>Ref:</b>	<b>HR141/0005053924</b>
<b>Faculty/Professional Service:</b>	<b>Human Resources and Organisational Development</b>
<b>Location:</b>	<b>Studland House, Lansdowne Campus, but post holder is expected to work at various locations as required by the role</b>
<b>Normal hours per week:</b>	<b>37</b>
<b>Some flexibility will be required in order to ensure that key time scales and deadlines are met</b>	
<b>Grade:</b>	<b>3</b>
<b>Duration if temporary:</b>	<b>Fixed term until March 2023</b>
<b>Accountable to:</b>	<b>HR Services Manager</b>

### Job Purpose

Working as part of the Human Resources & Organisational Development team, contribute to and support the successful delivery and implementation of Bournemouth University's vision and strategic plan: [BU2025](#).

To provide proactive, professional, appropriate and timely advice and administrative support within a team responsible for delivery of a high-quality HR transactional, administrative and process activities for the employment of hourly paid staff. The post holder will be a key point of contact for general advice on relevant HR policies and administrative matters to all employees and managers in relation to hourly paid employment.

Within the remit of own role and output ensure BU's compliance at all times in respect of the employment of hourly paid staff under the relevant immigration legislation and regulations.

Provide administrative support to other teams as required across the service.

### Main Responsibilities

Provide guidance to employees and managers on the hourly paid staff process, procedure and standard policy. Ensure that responses are proactive, and solution focused; endeavoring to exceed expectations at all times; and escalating where necessary whilst maintaining a high level of service excellence.

Working as a Team, effectively coordinate and complete the hourly paid staff employment life cycle tasks, workflows and responsibilities, responding within agreed timescales. This includes the issue of standard contracts, contract variations and terminations.

Provide administrative support to agreed service levels, including accurate data input and co-ordination of contractual administrative processes and procedures covering

- Production of letters, contracts, variations to contracts, and other related documentation for starters and leavers for hourly paid employees.
- Maintaining a proactive and efficient system of reminders for Faculties/Professional Services in relation to expiry dates.
- As a Team proactively ensuring that all SLAs and Payroll deadlines are met.

Effectively coordinate and accurately input all hourly paid staff into the integrated HR & Payroll solution in respect of starters, leavers, variations to contracts etc.

Update the integrated HR & Payroll solution in respect of relevant HESA information where required, including responding to other HEI requests for HESA staff identifier information.

Ensure the accurate input of all hourly paid staff data and contribute to the completion of data quality reports within agreed timescales, raising trends to the Compliance Manager where applicable.

Support the on-going maintenance of the integrated HR & Payroll solution including contributing to the review and development of administrative processes, workflows and related activities to ensure measurable improvements to service.

Ensure compliance with all relevant regulatory (e.g. DBS), employment legislation (e.g. Right to Work / UKVI) and BU requirements as relevant to hourly paid staff.

Provide first line advice on right to work matters as relevant to the employment of hourly paid staff.

Maintain an understanding of the essential work requirements and restrictions for the Skilled Worker route and other routes of entry to work in the UK and in the event of complex matters escalate query to the Compliance Manager.

Contribute to and undertake as directed regular team reporting on workload volumes and performance against service levels.

On a rota basis, undertake the production of monthly reporting in relation to targeted audit reports, expiry of part time hourly paid contracts and right to work, taking action as required.

Work within the limits of own expertise, identifying when a referral to a more senior colleague is required and ensuring that referrals are managed in an appropriate and seamless manner.

As directed take the lead and coordinate the pre-employment and on-boarding process for bulk student recruitment, for example, Student Ambassadors.

Create, document and maintain all relevant procedural documentation.

Administer Disclosures for BU staff from the Disclosure and Barring Service (DBS).

Develop and maintain relationships with and providing information and advice to stakeholders across BU in respect of the hourly paid staff employment process. This will include providing individual or group training on the part time hourly paid procedure as required.

Ensure that all aspects of work achieve high levels of service excellence; to play a proactive role in continuous improvement by identifying opportunities for process enhancements and technological solutions to deliver measurable improvements to service.

Be responsible for dealing with telephone queries, email and other correspondence in a professional and efficient manner. Contribute to the departmental Reception rota.

Proactively seek own continuing self-development to ensure that knowledge of University and procedural requirements is up to date and keep abreast of relevant changes and new developments in the area of hourly paid / casual employment.

Actively identify opportunities to enhance, embrace and embed our distinctive Fusion approach within the role and wider team.

Contribute and participate in, team and departmental succession planning and developmental activities.

Deal with sensitive and confidential issues within the frameworks of the Data Protection Legislation and other professional and statutory guidelines.

Proactively seek solutions, taking ownership of situations, and endeavoring to exceed expectations.

Contribute to the departmental project activity identify opportunities for development.

Work across teams and provide mutual support within other teams in the department when required. This includes data input, administration, providing note taking support for formal proceedings including disciplinary and grievance hearings.

Undertake such other duties commensurate with the level of post as may be required from time to time.

### **Contacts**

#### **Internal:**

HR Services Manager, Compliance Manager, Head of Talent Acquisition & Analytics, Partnerships Team and other colleagues in the service.

Managers within Faculties/Professional Services.

Student Services.

Academic Services.

Payroll Team.

#### **External:**

Applicants and general enquiries.

Regulatory Bodies.

### **Challenges**

To manage a high volume of standard activity within strict service levels and other agreed timescales.

This role adds real value through the accurate issue and processing of part time hourly paid employment requests. The post holder must develop and maintain good understanding of the part time hourly paid employment lifecycle and apply it to improve HR processes and their provision of advice in typically standard situations.

### **Information Governance Responsibilities**

#### **Data User**

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

### **Additional Information**

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives, and experiences to build our

global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan, and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

**November 2021**



## Person Specification

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Ref: HR141/0005053924	
Faculty/Service: Human Resources & Organisational Development	Date: November 2021
<b>SELECTION CRITERIA</b>	<b>Essential / Desirable</b>
<b>Knowledge (including experience &amp; qualifications)</b>	
Recent and relevant experience of significant transactional administrative work in a busy and complex environment	E
Recent and proven track record of high-volume data input	E
Experience of proactive coordination of administrative work activity and delivery of priorities	E
Level 3 CIPD qualification or a commitment to obtaining this within an agreed timescale	D
Relevant experience of human resources and/or related specialism	D
Experience of using an HR system	D
Experience of providing an excellent and proactive administrative service to a large customer base	E
Awareness of good data management practice and requirements e.g., Freedom of Information, Data Protection legislation	E
Understanding of current HR best practice and legislative requirements relating to the role	D
Knowledge of immigration legislation and Government policy as relevant to the role	D
<b>Skills</b>	
Able to effectively organise allocated work activities and assist in the effective organisation of standard tasks and events	E
Accurate word processing and data entry	E
Effective time management skills; prioritising own workload, managing deadlines and working under pressure	E
Excellent interpersonal and communication skills, able to work with internal and external colleagues at all levels	E
Good IT skills with the ability to use word, outlook, excel and mail merge	E
<b>Attributes</b>	
High degree of comfort with technology	E
Able to work effectively to deadlines	E
Excellent attention to detail	E
Ability to work proactively and independently with excellent time management and prioritisation skills	E
Ability to proactively deliver measurable and visible improvements in service quality	E
Flexible and adaptable approach	E
Confidential and diplomatic but assertive as appropriate	E
Able to recognise when issues need to be passed to more senior colleagues for action	E
Commitment to providing a professional, responsive and high-quality service to clients	E
Commitment to ensuring equality and diversity	E
Commitment to own continuous personal and professional development	E
Ability to champion new technologies and ways of working	E
Integrity, openness and transparency, kindness, respect, a positive mind-set and a caring approach	E
Strong service excellence ethos	E
Commitment to BU's values are excellence, inclusivity, creativity and responsibility	E