

Job Description

Position / Job Title:	HR Services Adviser (e-Days)
Ref:	HR142/POSN100939
Location/Building:	Studland House, Lansdowne Campus, but position holder is expected to work a various locations as required by BU
Faculty/Professional Service:	Human Resources and Organisational Development
Group/Section:	Human Resources
Duration if temporary:	Fixed Term until 31 October 2023
Normal hours per week:	37 (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	4
Accountable to:	HR Services Manager

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.

Manage the ongoing development maintenance and utilisation of e-days (BU's online annual leave system).

Under the direction of the HR Technology and Analytics Manager ensure optimisation of e-days functionality and continue to enhance the user experience.

To act as the first point of contact for providing high quality, consistent, robust, proactive and timely policy and procedural advice, particularly in relation to annual leave, to managers, employees and prospective staff, ensuring compliance with best practice and employment law.

Contribute to recruitment and employment life cycle workflows and administration relating to the recruitment and employment life cycles for Faculties/Professional Services.

To ensure that provision of a high quality, professional, user-focussed and efficient service to all users.

Main Responsibilities

Under the direction of the HR Services Manager and Talent and Resourcing Manager, to manage the ongoing development, maintenance and utilisation of e-days.

Ensure data quality within e-days through regular reporting, information gathering and data cleansing.

Work with stakeholders to ensure full optimisation of e-days annual leave functionality and continuous improvement of user experience. This will include liaison with key personnel outside of the service and user acceptance testing.

Act as the main point of contact with the supplier including liaison to seek technical assistance.

Provide guidance, support and training of e-days to service users and proactively identify and implement the solutions on their behalf, liaising with e-days and the HR Services Manager as necessary. This includes maintenance of user guides.

As directed contribute to tasks related to our systems project and other technological solutions activities. This might include data migration, process mapping, testing, updating of documentation and user training.

Manage the impact of any organisational decision that impacts on annual leave entitlement such as implementing bulk updates in response to any discretionary one-off awards.

Implement the automation of manual calculations within e-days (e.g. pro rate of bank holidays for part time staff.

In conjunction with the HR Technology and Analytics Manager and IT Services collaborate with the supplier to implement integration with iTrent and Microsoft's cloud-based business applications such as Outlook, Teams etc.

Build analyse and issue regular M.I for Managers and the wider HR&OD Services to ensure wide-spread usage of e-days and inform appropriate wellbeing interventions where required.

Troubleshoot problems and support the implementation of mechanisms to identify and solve the problems.

Input, maintain, monitor and ensure data quality through all e-days records, including the provision of comprehensive and up to date guidance, identification and correction of any errors and delivery of update sessions to the wider HR Services team.

Undertake regular stakeholder engagement to support and champion the wider Digital Enablers programme and help realise the benefits on the new technological solutions.

Provide high quality, consistent, robust, proactive and timely advice to service users, particularly in relation to annual leave enquiries and calculations, ensuring compliance with policies, relevant terms and conditions, employment legislation and best practice; referring on to the Manager or other specialist teams when limits of own expertise are reached.

As required co-ordinate, administer and provide guidance for the full recruitment life cycle and associated processes and workflows including but not limited to: redeployment, advertising, interviews, selection, appointment and on-boarding.

As required co-ordinate, administer and provide guidance for all employment life cycle transactions, workflows, administration, mailbox management and HR records (electronic across multiple systems and hardcopy) maintenance.

Accurately maintain all applicant and employee records, ensuring that all data is stored and retained appropriately to ensure compliance with the Data Protection legislation.

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

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

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.

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. Provide professional cover for the HR reception and undertake Departmental support activities.

Contacts

Internal:

HR and OD colleagues IT Services

Members of Faculties/Professional Services and Office of the Vice-Chancellor Employees

External: E-days Suppliers

Information Governance Responsibilities

Data User

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

Additional Information

NB:

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.



Person Specification

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Faculty/Service: Human Resources	Date: May 2021
SELECTION CRITERIA	Essential/ Desirable
Knowledge (including experience & qualifications)	
Graduate or equivalent intellectual capability/experience	E
Significant experience and proven track record of transactional administrative work in a busy and complex environment	E
Significant experience of working with HR Systems or similar	E
Relevant experience of human resources and/or related specialism	E
Level 5 CIPD qualification or a commitment to obtaining this within an agreed timescale	D
Experience of proactive coordination of work activity and delivery of priorities	E
Substantial experience of volume data entry and/or workflow administration in a complex system	E
Awareness of good data management practice and requirements e.g. Freedom of Information, Data Protection legalisation	E
Relevant experience in the Higher Education (HE) Sector	D
Understanding of current HR best practice and legislative requirements relating to the employment life cycle	D
Knowledge of immigration legislation and Government policy as relevant to the role	D
Skills	
Investigation and analysis of problems with a methodical and disciplined approach	E
Excellent time management skills	E
Ability to research alternative process solutions and make recommendations	
Exceptional organising and co-ordinating skills	E
Effective negotiation and influential skills	E
Highly competent at 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
Excellent digital and IT skills with a high degree of comfort with technology	E
Attributes	
Ability to assimilate complex user requirements	E
Ability to understand and resolve complex situations	E
Ability to work under pressure and constantly re-evaluate priorities	E
Ability to champion new technologies and ways of working	E
Ability to proactively deliver measurable and visible improvements in service quality	E
Integrity, openness and transparency, kindness, respect, a positive mind-set and a caring approach	E
Ability to work proactively and independently with excellent time management and prioritisation skills	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 ensuring equality and diversity	E
Commitment to own continuous personal and professional development	E
Strong service excellence ethos	E
Commitment to BU's values are excellence, inclusivity, creativity and responsibility	E