

Post/Job Title:	HR Services Adviser
Ref:	HR168
Location:	Studland House, Lansdowne Campus, but post holder is expected to work at various locations as required by BU
Professional Service:	Human Resources and Organisational Development
Group/Section:	Human Resources
Normal hours per week:	37
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](#).

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

To effectively coordinate and complete all 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.

To deputise in the absence of the HR Services Manager, ensuring that deadlines and service delivery is maintained.

Main Responsibilities

Provide high quality, consistent, robust, proactive and timely advice to service users, 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.

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.

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.

Effectively manage and complete a diverse set of employment life cycle tasks, workflows and responsibilities, responding within agreed timescales.

Ensure compliance across activity with all relevant regulatory, legislative and BU policy requirements including but not limited to: pre-employment checks, Right to Work, Disclosure and Barring Disclosures, HESA, etc.

Proactively produce, monitor and action monthly reporting for designation business areas to ensure proactive management of relevant expiry dates including but not limited to probation periods, target end dates and allowances.

Provide advice and support for managers and employees through life cycle events such as family leave and flexible working requests.

With support, undertake the case management of allocated sickness absences cases, providing advice to employees and managers in respect of the Absence Management Policy, Occupational Health referral and reasonable adjustments.

As directed, administer all aspects of the fixed term contract expiry process, including issuing extensions, notifications and contractual notice to comply with individual contracts.

Participate in peer checking of non-standard or immigration related correspondence and/or input to ensure accuracy and data quality.

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

On a rotational basis, lead the monthly reconciliation and resolution of issues with the Payroll Team to ensure that all deadlines are met and issue resolved.

Develop and maintain key relationships with and providing information and advice to key stakeholders across designated Faculties and Professional Services.

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.

Provide guidance and training to service users in respect of HR technological and digital solutions, electronic forms, policy and/or procedures.

Support formal proceedings including disciplinary and grievance hearings.

Proactively seek own continuing self-development to ensure that knowledge of University and legislative requirements (including immigration law and government immigration policy) is up to date and keep abreast of changes and new developments in each area that may affect BU employees and HR practice.

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.

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.

Contacts

Internal:

HR and OD colleagues

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

External:

Interview candidates, advertising agencies, general enquiries

Challenges

To manage a large and significantly varied volume of work within agreed timescales. To work in an environment characterised by strategic and technological change and enhancement.

This role adds real value through the quality of interactions and discussions that it has with our service users, its focus on providing solutions that meet their needs and helping them to understand HR processes and good practice. The post holder must develop and maintain an in-depth understanding of HR good practice throughout the recruitment and employment lifecycles, including the casual workforce, and apply it to improve HR processes and their provision of advice in a variety of, often complex, 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.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is bared from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

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 and comply with the Universities Sustainability Policy, Climate and Ecological Crisis Action Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.



Person Specification

Post / Job Title: HR Services Adviser	
Faculty/Service: Human Resources	Date: March 2023
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
Relevant experience of human resources and/or related specialism	E
Level 5 CIPD qualification or a commitment to obtaining this within an agreed timescale	E
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 legislation	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	E
Knowledge of immigration legislation and Government policy as relevant to the role	D
Skills	
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 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