



HR Assistant

Job Title:	HR Assistant
Reference No:	
Reports to:	HR Business Partner
Working Hours:	22.2
Department:	Human Resources
Location:	Sunderland
Main Purpose of Role:	To provide efficient and comprehensive support in the delivery of key HR Services. To provide high quality, timely and accurate work to agreed standards, and to deliver excellent customer service and value for money. To act as a role model within Human Resources, demonstrate the University values and respond flexibly to the business needs.

Key Responsibilities and Accountabilities:

- To be the first point of contact for human resources related queries, providing a friendly and professional service to key internal and external stakeholders of the university.
- Work in collaboration with other HR Assistants, take responsibility for managing standard cases and processes as required (such as absence management, consultations and discipline and grievance) under the direction of Assistant and HR Business Partners.
- Work in partnership with the Assistant and HR Business Partners and client areas to provide operational advice on the people implications of strategic and business plans.
- Work proactively with the payroll team ensuring accurate updating of relevant HR/relevant systems.
- Liaising and collaborating with staff at all levels (face to face, online or in writing) to explain and interpret HR policies and procedures and terms and conditions of employment and providing first-line advice on areas covered by own remit.
- Take responsibility for an overview of employee relations matters at HR Assistant level contributing to projects, providing management information and ensuring our policies and processes are adapted in line with employment law changes.
- Responsible for working directly with faculties and services to support HR processes including workforce changes, e.g. managing the fixed term process and redeployment procedures, as well as staff recruitment e.g. staff authorisation, vacancy management and the recruitment process from start to finish. You will be responsible for ensuring the quality of the information within the staffing authorisation process and Vacancy Management parts of the e recruitment system, resolving any issues with regards to inconsistencies or missing information with relevant stakeholders.
- To escalate appropriate matters to the Assistant HR Business Partner,

providing background information, preparing outline notes, initial research surrounding policies and procedures, and providing appropriate information to assist.

- Provide solution-focused recommendations for employee related cases to the HR Business Partner and draft responses for their approval as appropriate, in order to assist and enable timely processing of employee related queries/issues.
- Oversee attendance management, running monthly reports, identifying trends and providing pro-active advice to line managers, referring complex cases to the Assistant/HR Business Partner.
- Any other relevant duties and responsibilities that fall within the remit and grade of this post.

Part 2A: Essential and Desirable Criteria

Essential

Qualifications and Professional Memberships:

- CIPD qualified or equivalent HR experience (Associate CIPD)
- Educated to A-Level standard

Knowledge and Experience:

Experience:

- Experience of Employee Relations providing first line advice and supporting HR casework
- Experience of balancing a busy and varied HR workload.
- Experience of delivering high quality customer service within a busy HR team.
- Experience of effectively communicating complex and sensitive information to managers and staff at different levels.
- Experience of interpreting and advising on issues relating to the full employee lifecycle including interpreting complex policies and procedures.

Key Knowledge and Expertise:

- Use Microsoft Word to create letters and documents to a good standard.
- Use Microsoft Excel to present basic information to a good standard
- Input and manage records in a complex HR database or similar system.
- Experience of Office 365 and in particular Microsoft Teams.

Desirable

Qualifications and Professional Memberships:

- Human Resources Degree or equivalent experience

Knowledge and Experience:

Key Knowledge and Expertise:

- Experience of working in an education environment
- Experience of working with trade unions.
- Able to use Microsoft Excel formulae, pivot tables and charts.
- Demonstrable knowledge of current UK employment law.



Part 2B: Key Competencies

Competencies are assessed at the interview/selection testing stage

Communication

Oral Communication

- Delivery methods are chosen and tailored to aid understanding and meet the needs of others
- Takes action to correct any misunderstandings or mistakes
- Checks on recipient's understanding and takes action to remedy any miscommunications
- Adapts style in response to feedback
-

Written Communication

- Anticipates the others' needs for information
- Adjusts the level of content to suit audiences with varying levels of understanding and ability
- Provides information in a suitable format so that the others' needs are met
- Uses a range of different formats, chosen to meet the diverse needs and ensure understanding

Decision Making

Independent Decisions

- Considers wider impact of decisions, assesses possible outcomes and their likelihood
- Uses judgement to make decisions with limited or ambiguous data and takes account of multiple factors
- Distinguishes between the need to make a decision, when to defer and when not to take a decision

Collaborative Decisions

- Helps others to explore options that initially appear to be inappropriate or unfeasible and recognise when a decision is or is not needed
- Enables others to contribute to decisions
- Ensures that options are weighed, outcomes identified and chances of success considered
- Challenges decisions, appropriately, to ensure consideration and processes are robust

Provision of Advice

- Anticipates and highlights issues that need to be taken into account
- Outlines possible impacting factors, assessing their degree of influence on the choice of options
- Ensures previous learning is included

Pastoral Care & Welfare

- Calms and reassures those in distress
- Deals with difficult situations or confidential matters, according to policy and procedures
- Involves others or refers elsewhere for assistance if the situation becomes more complex and if additional help or information is required

Planning and Organising Resources

- Suggests ways of improving working practice and use of resources
- Creates realistic plans to achieve own deadlines and objectives
- Monitors progress of self and or others so that corrective action can be taken if needed
- Actively seeks information to support planning and prioritisation of work

Team Development

- Provides induction material and early experience to help new colleagues learn their job and become part of the team quickly
- Acts as a buddy, coach and role model to new colleagues without waiting to be asked
- Produces material to help others learn

Last Updated: July 2022