



Job Title: HR Assistant
Grade: 5
Salary: £26,707 to £31,236 per annum, pro-rata if part-time
Department: Division of Human Resources
Hours/Contract: Full-time, Permanent
Job Family: Management and Administration
Reference: 12147

Role Purpose

In this role you will work closely with the Assistant HR Director (Academic) and HR Business Partner to provide confidential administrative and clerical support.

Duties will include a wide-range of support activities by taking responsibility for more complex administrative tasks that maximises the reputation of the HR function within the College; providing support with ad-hoc project work; as well assisting with effective day-to-day scheduling and time management for Assistant HR Director (Academic) and HRBP.

Main Duties and Responsibilities

Support to College HRBP

- Receive an assorted and complex range of queries, using established processes, own judgment and specialist knowledge to provide consistent advice, customer service, guidance and resolution of issues across the College.
- Through regular meetings share relevant information with the Business Partner contributing ideas and solutions to enhance the efficiency of self, the HR function and the College.
- With a general awareness of the HR issues and workload within the College, organise meetings, send out the agendas, prepare documents, document minutes and take any follow up action to ensure those people responsible for an action have provided timely feedback in preparation for the next meeting.
- Familiar with the functionality of the HR database to create robust and accurate statistics and reports, manipulating, validating and presenting the information in a format that supports the requirements of the College and Business Partner.
- Analyse and draw conclusions from management information spotting trends and identifying potential problems to the Business Partner.

Administrative support

- To provide comprehensive and intuitive administrative support to Business Partners including the coordination and timely distribution of correspondence, control of diary activities and ensuring timely and accurate input of key activities and progression of data to support the Personnel AIMS system.
- Take responsibility for notes of meetings and investigations ensuring the details are accurately recorded and distributed in accordance with the agreed and published guidelines identified through HR protocols or specific project requirements, taking any follow up actions as appropriate.





Project support

- Take accountability, under guidance from the Business Partner, for specific elements or tasks of a project or HR employment case providing support and information to an agreed standard resolving problems and queries before escalating more complex issues to the Business Partner.
- Build and foster relationships across the College and wider University, knowing who to liaise with on key issues to resolve problems and keep stakeholders informed.

Internal and External Relationships

Maintain a network of contacts, knowing who to contact to deliver own work as required. Contacts will include:

- All levels of staff within the College and wider University
- Senior managers of other institutions
- Relevant Unions representatives

Planning and Organising

Plan and prioritise own work for the weeks and months ahead, balancing the work requirements of the Head of HR (Academic), HR Business Partner and own workload, responding to new pressures and adjusting workload and priorities accordingly.

Using own initiative prioritise individual work activities to deliver a range of issues, tasks and services over a number of months that that maximise service quality and continuity.

Seek guidance where required from the HR Business Partner to prioritise non-standard or very complex work requirements.

Qualifications, Knowledge and Experience

Essential

- Educated to A-Level, City and Guilds or equivalents plus significant work experience in a comparable role*
- Experience of working within an administrative support role within an HR department or similar*
- Knowledge of HR systems, equipment, processes and procedures including standard software packages. *
- Knowledge of relevant legislation such as employment rights, data protection etc*
- Experience of arranging and co-ordinating Committee meetings and events*
- Experience of attending formal meetings and taking notes*
- Experience and knowledge of Microsoft Office suite of software packages
- Broad understanding of policies and procedures





Desirable

- HR-related qualification*
- Experience of working in higher education*
- Knowledge and previous experience of using SAP*

Skills, Abilities and Competencies

Essential

- Effective oral and written skills in order to communicate effectively with staff and students*
- Analytical thinking: Ability and capacity to assimilate information enabling the production of appropriate and supportive management information and documentation
- Problem solving
- Personal organisation
- Effective communication
- Customer orientation
- Integrity
- Ability to organise and prioritise workload
- Able to demonstrate accuracy and attention to detail*
- Willingness to work flexibly as part of a team

Desirable

- High level of IT skills
- Knowledge and able to use SAP

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.





University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

