

JOB DESCRIPTION

Job Title:	Head of HR Services	Grade	SG9
Directorate:	Human Resources	Date of Job Evaluation	August 2017
Role reports to:	Deputy Director of Human Resources (SG10)		
Direct Reports	HRIS Project Manager (SG8); Senior HR Operations Officer (SG7); Senior HR Recruitment Officer (SG6); HR Administration Team Leader (SG6)		
Indirect Reports:	HR Data Controller and Analyst (SG7); HRIS Project Officer (SG7); HR Operations Officers (SG6) x 4; HR Recruitment Officers (SG5) x 4; HR Administrative Officers (SG5) x 2.5		
Other Key contacts:	Director of HR; Head of Organisational and People Development; Policy and Directorate Communications Manager; Organisational Development and Engagement Manager; Equality Diversity and Inclusion Officer, Head of Payroll and Pensions Team, Executive Assistant to Director of HR and Deputy Director of HR		
This job description is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.			

PURPOSE OF ROLE:

The role will be responsible for designing and leading HR services that meets the needs of the University and engages the HR team in a commitment to high performance in this crucial area of service.

As a member of the Directorate's Senior Management Team the role holder will contribute to the development of strategy and capability to deliver in sector services that support an ambitious University.

The roleholder will maintain a rigorous approach to the continuous improvement of service delivery ensuring HR transformational activity is defined and delivered effectively and efficiently.

The roleholder will have direct line management of 4.0 FTEs and indirect line management of 12.5 FTEs.

The roleholder is expected to operate this role effectively within a matrix management structure and work at all times in a collaborative manner.

KEY ACCOUNTABILITIES

Role Specific:

Through the teams that report to this role, the Head of People (or HR) Services will

lead the:

- Design and delivery of efficient and effective employment services incorporating the operational, administration and recruitment teams.
- Development of the people who deliver employment services.
- Delivery of a modernised ORACLE HR system that supports excellent services and University decision making by providing management information.
- Design and delivery of reward and recognition processes that are fair and transparent and support the University's strategic aims, including the HERA process for job evaluation
- Delivery of a professional, capable HR service which manages the University's risk around areas such as UKVI and DBS. The role holder will be the University's key contact and level 1 user for UKVI purposes.
Negotiation and/ or consultation with Trade Unions and support for the JNC as required (working with the Policy and Directorate Communications Manager).

Generic:

- With the Directorate's Senior Management Team, manage risks associated with the business of the Directorate.
- Represent the Directorate where assigned, in meetings, at working groups and with both internal and external stakeholders.

Managing Self

- The role holder is expected to maintain their professional competence through continuous professional development and to ensure that they remain informed of statutory changes and develop HR practice accordingly.
- The role holder should develop and maintain positive relationships across the University with a range of stakeholders including but not exclusively, senior managers, HR colleagues and trade unions and externally with agencies e.g. HR systems providers, recruitment agencies, legal advisors etc

Core Requirements

- Adhere to and promote the University's Equality, Diversity and Inclusion policies.
- Ensure compliance with Health & Safety regulations.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.

Additional Requirements:

Undertake any other duties as requested by the Director of HR or the Deputy Director of HR, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Directorate delivers the

required level of service. In the event of an emergency situation the role holder would be expected to assist in co-ordination of a response.

KEY PERFORMANCE INDICATORS:

- Right first time services, with minimal complaints
- Improved engagement with customers and a “One HR” seamless approach to the delivery of the HR service
- Positive customer feedback
- Improved employee engagement scores for HR Directorate (measured by customer satisfaction of recruitment, onboarding, HR operational activity, provision of accurate management information)
- Improved employee engagement scores for HR Directorate as measured by the annual staff survey
- Production and delivery of work and projects to agreed timescales, quality and to plan

KEY RELATIONSHIPS (Internal & External):

Director of HR, Deputy Director of HR, Head of Organisational and People Development, Director of Finance, Chief Operating Officer, Pro Vice Chancellors, Faculty Operating Officers, Directors of Professional Services, Recognised Trades Unions, UCEA, HESA, University networks and employer bodies, CIPD and other professional bodies, external suppliers of legal advice.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience:</p> <ul style="list-style-type: none"> ➤ Evidence of working at a senior level in human resources and delivering HR services to a high standard. ➤ Significant management experience of leading a large team of HR professionals. ➤ Evidence of delivering performance improvement initiatives. ➤ Evidence of undertaking trade union negotiation, consultation and relationship management. ➤ Evidence of effectively managing professional and administrative staff, building capability and engaging staff with objectives. ➤ Excellent up to date knowledge of employment law. ➤ Evidence of delivering and maintaining a reward and benefits service. ➤ Evidence of effective third party contract 	<p>Experience:</p> <ul style="list-style-type: none"> ➤ Evidence of working at a senior level in the HE sector. ➤ Multi-site working environment management experience ➤ Already working in a Head of People/or HR Services-type role within the HE sector ➤ ECC HERA trained assessor

<p>management.</p> <ul style="list-style-type: none"> ➤ Evidence and effective knowledge and understanding of HR Information Systems and using these systems to deliver a high performing service. <p>Skills:</p> <ul style="list-style-type: none"> ➤ Effective leadership and management skills ➤ Customer focused and results oriented approach ➤ Effective team player skills ➤ High level organisational skills ➤ Coaching and influencing skills ➤ Excellent verbal and written communication skills suitable for an academic environment ➤ Presentation skills ➤ Negotiating skills ➤ Ability to analyse and draw conclusions from data. ➤ Evidence of effective project management skills and techniques <p>Qualifications:</p> <ul style="list-style-type: none"> ➤ CIPD Chartered Membership or equivalent professional qualifications commensurate with the level of this role. <p>Personal attributes:</p> <ul style="list-style-type: none"> ➤ We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Skills:</p> <ul style="list-style-type: none"> ➤ Microsoft Office suite to intermediate level <p>Qualifications:</p> <ul style="list-style-type: none"> ➤ Honours degree either in HR or Employment Law or similar ➤ Formal management qualification <p>Personal attributes:</p> <ul style="list-style-type: none"> ➤ N/A
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