

JOB DESCRIPTION

Job Title:	HR Policy and Directorate Communications Manager	Grade:	SG8
Department:	Human Resources	Date of Job Evaluation:	22 November 2016
Role reports to:	Head of Organisational and People Development		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	HR Director; Deputy Director of HR; Head of People Services; HR Managers x 4; Organisational Development and Engagement Manager; HRIS Project Manager; Senior HR Operations Officer; Senior HR Recruitment Officer, HR Administration Team Leader; Executive Assistant to Director of HR and Deputy Director of HR; Recognised Trade Unions.		
<p>This role profile 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.</p>			

PURPOSE OF ROLE:

The role holder will be responsible for the maintenance and development of the University's employment policies and procedures and will be required to conduct periodic reviews on a rolling programme basis to ensure that all the policies and procedures are streamlined and fit for purpose.

The role holder will be expected to have a through working knowledge and understanding of the University's employment policies and procedures and to be the HR Subject Matter expert in this area.

The role holder will also be responsible for managing the delivery of HR communications across the University and will be responsible for the HR webpages as the HR Super User ensuring the pages are relevant and up to date wherever possible.

As part of the whole HR Team, the role holder will contribute to the efficient running of the Directorate and will support the implementation of the University's People Strategy.

The role holder 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:**

- To write policies which meet the University's legal and statutory obligations.
- Ensure that any proposed changes to the University's policies and procedures are clear, well researched and evidence based and that they have been sense checked with HR colleagues as necessary.
- Ensure that training is in place to support the implementation of policies.
- Liaise effectively with Trade Union representatives in connection with the University's employment policies and procedures to ensure that there is a common understanding of any changes/improvements required and that there is a pragmatic and appropriate plan of action to achieve this.
- Work as a member of a team negotiating or consulting on the development or revision of policy.
- To aid delivery of the People Strategy, undertake relevant project work as Project Manager and also be part of larger working groups as agreed by the Deputy Director of HR.
- As an ECC trained HERA assessor, advise on job grades and undertake role evaluation.
- Work as a collaborative and collegiate member of the HR Directorate sharing knowledge, best practice and experience to continually improve the quality of the directorate's work and its delivery.
- Ensure that an effective HR Communications Plan is put in place which will provide regular updates (HR bulletins, newsletters etc.) across the University on HR issues and changes in legislation, employment policies and procedures etc.
- As the HR Super User, the role holder will be required to ensure that the HR webpages on the University's portal are relevant, engaging and as up to date as possible.

Team Specific:

- Ensure consistency of advice given and regularly consult with the other HR Managers and the wider HR Team accordingly.

Generic

- Provide support to the University in the event of the emergency as a member of emergency or incident response teams.
- Assist the Directorate's Senior Management Team, in identifying risks associated with the business of the Directorate and proposing potential mitigation/action etc.
- Represent the HR Directorate in meetings, at working groups with both internal and external stakeholders
- Deliver HR services to a high standard and in a manner which supports the University's core business of teaching and student experience, research and enterprise.
- Contribute to the delivery of the People Strategy, and ongoing strategy development, through the delivery of projects.
- With other Directorate managers ensure that the work of the Directorate is co-ordinated and integrated so as to present to the University complete HR services.

Managing Self

- The role holder is expected to maintain their professional competence by continuous professional development and to ensure that they remain informed of statutory changes and develop HR practice accordingly.
- Develop and maintain positive relationships with a range of stakeholders including but not exclusively, senior managers, HR colleagues, trades unions and external agencies e.g. systems providers, recruitment agencies.

Core Requirements:

- Adhere to and promote the University's policies on Equality and Diversity and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- 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 their line manager, 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.

KEY PERFORMANCE INDICATORS:

- Right first time services, with minimal complaints
- Positive customer feedback (measured by customer satisfaction/understanding of changes made to the University's employment policies and procedures)
- Improved employee engagement outcomes
- Improved employee engagement scores for HR Directorate (measured by feedback from the annual staff engagement survey)
- Production and delivery of work and projects to agreed timescales, quality and plan

KEY RELATIONSHIPS (Internal & External):

Director of HR, Deputy Director of HR, Chief Operating Officer, Pro Vice Chancellors, Faculty Operating Officers, Directors of Professional Services, Recognised Trades Unions, ILS technical staff, Public Relations Team within the Communications and Recruitment Directorate.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Evidence of working at a HR operational level in the HE sector delivering HR services to a high standard • Generic understanding of employment policies and procedures required to support a complex, sophisticated organisation • Evidence of delivering an effective employment policies and procedures management service • Evidence of helping to develop policy which meets both statutory and organisational requirements • Evidence of undertaking trade union negotiation, consultation and relationship management • Evidence of working effectively with professional and administrative staff, helping to build capability and engaging with other HR staff to help meet objectives. <p>Skills</p> <ul style="list-style-type: none"> • Effective management skills. • Customer focused and results oriented approach. • High level organisational skills. • Influencing and persuasion skills. • Effective team player skills. • Excellent verbal and written communication skills suitable for an academic environment. • Presentation skills. • Negotiating skills. • Evidence of project management skills and techniques • Microsoft Office suite to intermediate level <p>Qualifications</p> <ul style="list-style-type: none"> • CIPD Chartered Membership or similar professional qualification commensurate with the level of this role 	<p>Experience</p> <ul style="list-style-type: none"> • Multi-site working environment experience • Already working in a similar role within the HE sector <p>Skills</p> <ul style="list-style-type: none"> • ECC HERA Trained Assessor <p>Qualifications</p> <ul style="list-style-type: none"> • Honours degree either in HR/Employment Law or related subject areas

Personal attributes

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity

Personal attributes

- N/A