



Job Description

Job Title:	People Services Specialist (ER, HR Policy and Reward)
Faculty/Professional Directorate:	People and Organisational Development
Reporting to:	Associate People Director
Duration:	Continuing
Job Family:	Administration
Pay Band:	8
Benchmark Profile:	Administrator Band 8
DBS Disclosure requirement:	N/A
Vacancy Reference:	N/A

Details Specific to the Post

Background and Context

The People & Organisational Development Directorate offers strategic and operational support to the University's management and staff on all aspects of HR and OD which underpin organisational strategies, structures, systems, skills and performance. The key objective of the service is to deliver an integrated approach to Human Resource Management and Organisational Development across the University based on insights, strategy and solutions. The HR and OD Partnering Service leads specifically on areas such as employee relations, resourcing, workforce planning, organisational design and development, people management, equality, diversity and inclusion and wellbeing.

The University has embarked on an ambitious programme of change which will have a significant impact on staff and the engagement of staff with this programme is key to its success. The HR & OD Directorate has a major role in leading and implementing the Change Agenda.

Specific Duties and Responsibilities of the post

As a People Services Specialist, you will be the professional lead with responsibility for delivering corporate employee relations, HR policy, and reward services. Working closely with University management, employees, and our recognised trade unions you will provide specialist advice and

guidance, acting as a trusted advisor to support the management of a range of complex ER, HR policy, and reward matters and providing sound evidence-informed advice and decisions.

- Supports the Associate People Directors with the research, design and delivery of specialist projects in support of our People Strategy.
- Researches best practice in designated specialist areas of ER, HR Policy and Reward, and utilises this to actively contribute to the University's strategic priorities.
- Designs and delivers pay and reward policies and procedures, effectively communicates these and provides training and resources for managers.
- Responsible for the timely management and communication of pay and reward processes at a corporate level, examples include our senior salary review processes and the implementation of the outcome of national pay bargaining.
- Responsible for the assurance and governance of pay and reward, for example Remuneration Committee, HERA job evaluation processes, market supplements and salary benchmarking and associated monitoring groups.
- Analyses data to monitor effectiveness of pay and reward policies / interventions or to inform salary decisions.
- Maintenance and governance of:-
 - a) HR policy framework, including participation in Policy Working Group
 - b) Employee relations framework
- Takes ownership of ER and pay and reward related policies, ensuring these reflect the needs of the University and are regularly reviewed in line with our policy framework. Responsible for the effective communication, training and provision of resources to support implementation.
- Provides advice and guidance to HR colleagues and our recognised trades unions on the interpretation and application of HR policies.
- Develops and maintains good corporate relations with the University's recognised trades unions.
- Actively supports the provision of all formal and corporate employee relations activity, consulting and negotiating with our recognised trades unions on all pay, reward and contractual matters.
- Works collaboratively with leaders and managers across the University to co-ordinate the University's response to industrial action, and establishing protocols for future reference.
- A trained HERA analyst, undertaking job evaluations as required.
- Good stakeholder management and influencing skills.

GENERIC JOB DESCRIPTION

The job duties and responsibilities listed below are intended to describe the general nature of the role. The duties and responsibilities and the balance between the elements in the role may change or vary over time depending on the specific needs at a specific point in time or due to changing needs in the department. Candidates should note that there may not be an immediate requirement to carry out all the activities listed below.

Overall Purpose of the Role

- The role holder will:
 - Be an experienced professional who is expected to exercise a significant degree of specialist and independent responsibility
 - Have gained a professional and/or academic qualification and have extensive specialist experience
 - Be involved in planning and ensuring progress within established procedures and clearly defined university policy by providing a high level of specialist advice and expertise to support the Faculty or Departmental activities
 - Contribute to the longer term planning in accordance with the wider University strategy
 - Advise senior University management on policy, functional or service priorities and develop new procedures and policies within existing values
- There is a requirement to plan and organise individual and/or team activity to integrate and coordinate work across different parts of the University, faculty or department

Main Work Activities

Communication

- Provide specialist advice and guidance to managers and staff
- Explain new and existing policies in relation to operational activities
- Create and deliver presentations to communicate information across Faculty/Dept/University
- Attend meetings to report on specialist issues
- Take formal minutes at meetings when required
- Write formal documentation
- Write procedural documentation

Teamwork

- May be required to supervise the work of others
- Provides advice and guidance to other members of the team

Liaison and Networking

- Proactively develop and maintain internal and external contacts to benefit the University
- Participate in networks internally and/or externally

Service Delivery

- Assist in the preparation, presentation and implementation of the strategic plans and operating statements and ensure compliance with reporting requirements within the University
- Assist with the effective management of the quality of the service
- Assist the Head of Department/Service to maintain administrative direction
- Develop and manage projects that contribute to improving service delivery
- Develop and maintain systems and processes to ensure effective delivery of the service

Planning and Organisation

- Co-ordinate departmental processes in conjunction with senior colleagues
- Plan and monitor the work of others

- Contribute to the longer term operational planning of the Faculty/Department
- Organise and service committees as appropriate
- Organise and represent the area and University at events

Analysis/Reporting

- Analyse qualitative and quantitative data producing reports identifying key issues that inform management interventions. Formulate recommendations and provide advice on the implications of the data

Additionally the post holder will be required to:

- Fulfil the employees' duties described in the University's health and safety policies and co-operate with the health and safety arrangements in place within the department. May be required to undertake specific health and safety roles on request e.g. Display screen equipment assessor, departmental safety officer, fire warden
- Show a commitment to diversity, equal opportunities and anti-discriminatory practices This includes undertaking mandatory equality and diversity training
- Comply with University regulations, policies and procedures

COMPETENCY SPECIFICATION

To fulfil your role, you will need certain knowledge, skills and competencies. The following competency specification provides a framework within which your performance will be assessed. The interview assessment may include, for example, testing on IT skills.

The Competencies set out below are essential and are core requirements needed to perform the role and any candidate who fails the requirement will not be taken forward for further assessment or to interview.

Competency	Identified by
Knowledge and Experience	
CIPD qualified to Level 7 or above, or equivalent relevant experience	Application/Interview
Practical experience of managing employee relations at a corporate level	Application/Interview
Experience of managing HR policy frameworks, including writing and embedding HR policies and procedures across a large complex organisation	Application/Interview
Experience of managing reward at a corporate level and in a large complex organisation	Application/Interview
Experience of line managing staff and leading/developing a small team. Has an active approach to continuing professional development/undertaking training as appropriate for personal and professional development.	Application/Interview
Communication (Oral and Written)	
Can demonstrate the ability to summarise complex ideas or information which may be highly detailed, technical or specialist.	Application/Interview
Teamwork and Motivation	
Can demonstrate the ability to delegate work to others and/or help to build co-operation to deliver team results.	Application/Interview
Liaison and Networking	
Can demonstrate the ability to work across the University and/or externally to build and strengthen working relationships. Actively pursues a shared interest and works jointly to influence events and decisions.	Application/Interview
Service Delivery	
Can demonstrate the ability to adapt the service and systems to meet the needs of the customer and identify ways of improving standards. Takes action to resolve issues and complaints. Collates feedback and	Application/Interview

views from customers and keeps up to date with changing needs to inform service development/adjustments.

Decision Making

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

Application/Interview

Planning and Organisation

Can demonstrate the ability to agree objectives and requirements for the team or area of operation. Monitors overall progress of project or area of operation and ensures corrective action is taken.

Application/Interview

Initiative and Problem Solving

Can demonstrate the ability to gather information from a variety of sources to develop solutions and considers the longer term benefits against their chances of success.

Application/Interview

Analysis/Reporting

Can demonstrate the ability to design and use data gathering and analytical methods appropriate for each investigation. Recognises and accurately interprets patterns and trends. Recognises when additional data is required and identifies appropriate sources. Produces reports and identifies key issues and findings.

Application/Interview