

# Job Specification



## Human Resources Officer Human Resources

<b>Responsible to:</b>	Assistant Principal - HR
<b>Responsible for:</b>	None
<b>Grade of post:</b>	Grade 7/8
<b>Hours of work:</b>	37 hours
<b>Work location:</b>	Rodbaston
<b>Code:</b>	HR2223-034

**Job Purpose:** To provide a comprehensive and efficient HR service including the management of recruitment/selection, absence management, disciplinaries, grievances, restructures, flexible working and the implementation of family friendly policies. To effectively support the achievement of the HR Strategy and KPI's.

### Key Duties & Responsibilities

1. To ensure all aspects of HR policies/procedures are followed in terms of effective recruitment/selection using appropriate testing. To ensure that all paperwork is accurate and produced timely, SLA's are produced and audited, the preferred candidate is offered the role and on-boarded successfully and feedback is given respectfully to unsuccessful candidates.
2. To manage absence procedures to ensure that individuals are treated consistently, and absence is managed under the industry norms.
3. To ensure that ER casework under your control including investigations, fact finds, disciplinary hearings/outcomes, suspensions and capability are managed effectively and efficiently ensuring that there is a solid process balanced with a quick response.
4. To manage resourcing in your areas and other HR processes e.g. Reorganisations, restructures, flexible working, family friendly policy etc.
5. To produce, retain and file all correspondence related to the above accurately, timely and ensuring that we have a full paper trail in preparation for any audit, Tribunal, or claim either individually or collectively.

### Other Duties and Responsibilities

- To carry out all duties in accordance with the College's Health and Safety, Safeguarding & Equality & Diversity policies and procedures, practices and procedures.

- To carry out any other duties as directed by your Line Manager.

## Safeguarding

The College considers that the job holder for this role should have a DBS Enhanced disclosure.

<p>Communication – Oral and written</p>	<ul style="list-style-type: none"> <li>• To reason, persuade and influence staff to understand HR policies, rules, procedures, legislation where appropriate</li> <li>• To advise all level of managers on all aspects of HR practice and their role in the process</li> <li>• To conduct interviews to establish facts/views for disciplinaries, investigations, recruitment, restructure purposes etc. and to produce effective solutions</li> <li>• To provide feedback to individuals and managers on outcomes of HR practice in a constructive and delicate manner.</li> <li>• To produce minutes of meetings, writing complex reports and correspondence that are accurate and can be relied upon in order to make decisions</li> </ul>
<p>Teamwork &amp; Motivation – internal or external, can be fixed, matrix, project groups</p>	<ul style="list-style-type: none"> <li>• To work effectively as a member of the HR team, covering when appropriate the role of the other HR Officer for absences.</li> <li>• To work effectively with management teams across the business under your control and ensure that you offer appropriate advice and solutions.</li> </ul>
<p>Liaison &amp; Networking – Liaison is making and maintaining individual work-related contacts; network is interconnecting group of people (internal and/or external)</p>	<ul style="list-style-type: none"> <li>• To work effectively with all managers across the College on recruitment activities, resource planning both short term and medium term and on ER issues.</li> <li>• To ensure that excellent internal working relationships are maintained across the College to ensure that we provide good service and are integral to decision making.</li> </ul>
<p>Service Delivery – customer is anyone receiving services</p>	<ul style="list-style-type: none"> <li>• To respond and support the team to respond to requests for information, support and HR related issues.</li> <li>• Able to respond and interpret policies/procedures to fit situations and advise accordingly</li> </ul>
<p>Decision Making – relates to finance, physical resources, students, staff, and policy</p>	<ul style="list-style-type: none"> <li>• To make decisions on recruitment and advise as part of a panel.</li> <li>• To advise the panel on decisions for ER cases</li> <li>• To make independent sound judgments and take decisions on HR issues which do not expose the College to unnecessary scrutiny or create a precedent for other cases.</li> </ul>

Planning & Organising – financial, capital and people	<ul style="list-style-type: none"> <li>• To work independently and able to plan and prioritise own work</li> <li>• To work on projects such as apprenticeships or graduates, recruitment campaigns (multi layered), reorganisations etc</li> </ul>
Initiative & Problem Solving – identifying actual/potential problems, considering/devising solutions, implementing. Consider acting within given boundaries.	<ul style="list-style-type: none"> <li>• To apply our policies across situations and make judgment calls to resolve issues on ER cases</li> <li>• To manage absence across the College and deal with short term and long term absence situations as appropriate</li> <li>• To refer appropriately to occupational health to assist with absence issues and ill health retirements</li> <li>• To manage appropriately agency/temporary/zero hours staff cover in their areas</li> </ul>
Investigation & Analysis – includes research	<ul style="list-style-type: none"> <li>• To regularly produce standard reports from Resource around absence, terms and conditions etc as required</li> </ul>
Sensory & Physical Demands – uses senses singly or in combination and use of physical skills/ effort	<ul style="list-style-type: none"> <li>• Microsoft office skills needed are Word, Excel, PowerPoint and outlook.</li> <li>• Able to use HR systems effectively</li> <li>• To be responsible for the HR paper systems as well as electronic to ensure that they meet GDPR regulations and are a good standard</li> </ul>
Work Environment – conditions under which they work. Risk/H&S	<ul style="list-style-type: none"> <li>• Work in an office-based environment responsible for own health &amp; safety and that of other team members and visitors</li> <li>• To refer appropriately to occupational health and our EAP provider when dealing with individuals across the College with health related issues</li> </ul>
Pastoral Care & Welfare – physical, mental health & wellbeing	<ul style="list-style-type: none"> <li>• Able to deal with matters confidentially i.e. disciplinary, performance, individuals who are coping with illness/absence eg. Bereavements, domestic abuse, terminal illnesses (not exhaustive). Also to deal with families of individuals where appropriate</li> </ul>
Team Development – coaching, development of team (not others)	<ul style="list-style-type: none"> <li>• To be involved in coaching of new staff in the HR team as part of their induction or involvement in new practices/procedures</li> <li>• To be responsible for any graduate intakes or apprenticeships, across College, in terms of providing career advice, development and mentoring opportunities</li> </ul>
Teaching & Learning - Support all types of teaching and learning support outside of immediate work team	<ul style="list-style-type: none"> <li>• To run training courses across the organisation on HR policies, managing difficult conversations, running reviews etc.</li> </ul>
Knowledge & Experience – knowledge acquired through education/ qualifications and experience	<ul style="list-style-type: none"> <li>• CIPD graduate membership is required by the post-holder</li> <li>• Qualified to CIPD Level 7</li> <li>• Qualified and Experienced in occupational testing</li> </ul>

## PERSON SPECIFICATION

<b>Education/Qualifications</b>			
<i>Essential:</i>	<b>S/L</b>	<b>I</b>	<b>A</b>
<ul style="list-style-type: none"> <li>• Member of the CIPD</li> <li>• Qualified to CIPD Level 7</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> </ul>		
<i>Desirable:</i>			
<ul style="list-style-type: none"> <li>• Level 2 minimum in maths &amp; English</li> <li>• Level 4/degree in relevant subject area</li> <li>• SHL occupational testing and personality testing</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> <li>x</li> </ul>		
<b>Experience and Technical Skills</b>			
<i>Essential:</i>	<b>S/L</b>	<b>I</b>	<b>A</b>
<ul style="list-style-type: none"> <li>• Proven experience of working in a high volume, deadline driven, HR environment</li> <li>• Experience of handling multiple difficult and complex cases</li> <li>• Up to date knowledge of employment law and best practice</li> <li>• Proven experience of recruitment &amp; selection, managing absence, handling grievances/disciplinary/capability issues</li> <li>• Able to give advice to managers and staff as appropriate and provide effective solutions</li> </ul>	<ul style="list-style-type: none"> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> <li>x</li> <li>x</li> </ul>	
<ul style="list-style-type: none"> <li>• Excellent IT skills which include but are not limited to email, word, excel and powerpoint</li> <li>• Able to work with a HR System to record, find information and report on information as appropriate</li> <li>• Strong customer focus – able to deliver an excellent service without compromising quality or HR ethics</li> <li>• Excellent communication skills both written and verbal</li> <li>• Ability to analyse information and produce accurate calculations when required</li> <li>• Ability to use judgment and decision making as appropriate</li> <li>• Experience across other customer focused sectors</li> </ul>	<ul style="list-style-type: none"> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> <li>x</li> <li>x</li> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> </ul>
<i>Desirable:</i>			
<ul style="list-style-type: none"> <li>• Ability to coach/train managers on how to manage people using HR policies/procedures</li> <li>• Ability and experience of delivering training and briefing sessions</li> <li>• Previous FE experience in a similar role</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> </ul>
<b>Personal/Behavioural Attributes</b>			
<i>Essential:</i>	<b>S/L</b>	<b>I</b>	<b>A</b>
<ul style="list-style-type: none"> <li>• Strong organisational skills and ability to prioritise</li> <li>• Able to work flexibly and collaboratively as part of a team and use own initiative and manage own workload effectively</li> <li>• Ability to communicate effectively with all levels of customers</li> <li>• Able to demonstrate confidentiality by ensuring that all relationships across the College are made on a professional footing only</li> </ul>		<ul style="list-style-type: none"> <li>x</li> <li>x</li> <li>x</li> <li>x</li> </ul>	
<b>Other Requirements</b>			
<i>Essential:</i>	<b>S/L</b>	<b>I</b>	<b>A</b>
<ul style="list-style-type: none"> <li>• Clean enhanced DBS record.</li> </ul>		<ul style="list-style-type: none"> <li>x</li> </ul>	<ul style="list-style-type: none"> <li>x</li> </ul>
<b>Safety Critical Role</b>			
<b>Able to travel between sites timely</b>			

S/L = Short Listing      I= Interview      A=Assessment

