

# HR Adviser

## Job Specification

Date created: November 2024

### JOB DESCRIPTION

Employment status: Permanent, full time

Hours: Full time hours at UCEM are 35 per week, Monday to Friday 9.00 a.m. to 5.00 p.m. and this role follows this pattern (we can discuss exact start/finish times)

Location flexibility: The place of work for this role is **Split** between the Horizons office in Reading and your home; it must include a minimum of 2 working days per week spent at Horizons (you may work more in the office should you wish)

Please note the following:

- When you work at Horizons you must attend on core office days only
- Core office days are Tuesday, Wednesday, and Thursday
- The building is closed to staff on Fridays
- On a Split contract you cannot attend the office on a Monday, unless you have worked a minimum of 3 other core days in the office
- Working at home is only possible if your environment meets certain conditions – see the **Attachment** to this Job Specification document – and if not, you need to work at Horizons

Department: Chief Operating Officer

Line manager: Lisa Wilks, Director of HR

### Role summary

This is a varied and busy generalist role which touches all aspects of the employment lifecycle for our group of circa 500 staff, whom are both office and remote based. You will advise employees and line managers, coordinate and administer HR work, develop existing areas of HR work, and support all staff as well as colleagues within the HR and Payroll team.

You will take the lead on several areas of HR work, as well as getting involved in projects from time to time. For some areas you will need to review current practice and either enhance or improve HR interventions and processes, plus develop new resources. Your main areas of responsibility include variations to contracts of employment, flexible working requests, induction for new starters/returners, leaver processes, mandatory training, AskHR inbox, and advising employees and line managers on matters relating to terms and conditions of employment. You will also contribute to team activities around health and wellbeing, as well as equality, diversity, and inclusion – and no doubt more over time.

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## Role accountabilities and responsibilities

This list is not exhaustive but illustrates the variety and breadth of work you will be involved in:

- **Variations to contracts of employment.** Manage incoming variations and undertake all associated actions and communications. Variations include general changes and promotions, often as a result of recruitment, restructures, and approved flexible working requests. This includes:
  - Advising employees and line managers on variation processes and obtaining all relevant information in a timely manner. Make sure the required approval processes are complete.
  - Calculating salary and holiday changes and updating the HR and Payroll system. Manage associated monthly payroll actions.
  - Activating change communications internally, liaising with the relevant teams as appropriate.
- **Flexible working requests.** Working with team colleagues, advise line managers and employees on flexible working policies and procedures. Monitor formal flexible working requests and if approved, implement changes through the variation process. Make sure we stay compliant with statutory timescales and requirements.
- **Induction for new starters/returners.** This is an area for review, leading to both enhancement and improvement. It will also require cross-UCEM working. You will:
  - Map out the process and establish what information must be covered and when.
  - Make sure line managers are prepared and ready for induction for both new starters and returners to work. Advise and support as required.
  - Working with others, develop and produce relevant and valuable induction materials.
  - With team colleagues, co-ordinate and run new starter induction sessions (in person and remote), and support returners to work to understand any new HR policies and procedures.
  - Organise and manage intranet and training platform resources.
  - Monitor and review induction processes for effectiveness, making changes as needed.
- **Leaver processes.** Manage standard leaver processes for all staff groups, making sure employment and payroll records are finalised properly and leavers have received all necessary information. This includes:
  - Advising employees and line managers on leaver processes.
  - Responding to and acknowledging resignations, collating all required information to action payroll.
  - Activating leaver communications internally and liaising with the relevant teams.
  - Conducting exit interviews and contributing to HR reporting.
  - Supporting the team with data cleanse exercises for staff on payroll who have not been utilised for a time period.
  - Supporting the team with reference requests relating to former employees.
- **Mandatory training.** Make sure all employees are aware of the mandatory training which must be completed during employment, both as new starters and throughout employment. This includes:
  - Working with the teams responsible for training courses to make sure resources are up to date and accessible. Make sure teams are implementing refresher cycles where required. Make sure teams are carrying out regular reporting of course completions.
  - For training courses owned and managed by HR, administer and monitor the online platform, which includes enrolments. Add joiners, remove leavers, and manage course resources – advising employees along the way. Chase course completions and run reports.
- **AskHR inbox.** Monitor and respond to incoming queries, allocating to team members as appropriate. Respond to all queries within your areas of responsibility and support the team in other areas as needed.
- **Terms and conditions of employment.** Be the first point of contact for general contract queries and advise staff on terms and conditions of employment (this excludes advising on dispute matters). In addition you will:
  - Support the team to advise and coach line managers in how to implement employment policies and procedures (excluding dispute matters).
  - Support with any briefing or training sessions being run by HR for employees and line managers.
  - Support with queries relating to employee benefits and family leave.
- **Team activities and responsibilities.** These include:
  - Updating organisation charts and publishing to staff (starters, leavers, and changes).
  - Contribute to the monitoring and updating of employment policies and procedures. This will require you to undertake regular continuing professional development to stay on top of HR and employment changes.
  - Contribute to writing content for HR communications including the online weekly Bulletin and newsletters.

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Line management responsibility:	NONE
Budget responsibility:	NONE
<p><u>In this role you will liaise with:</u></p> <p>All staff groups (employees, workers, contractors, temporary staff). This includes line managers who will seek your advice and support on HR matters.</p> <p>You will work closely with all internal teams, particularly Finance, Technology, and Facilities.</p>	

## PERSON SPECIFICATION

Assessment Criteria: A = Application I = Interview T = Test

X denotes both essential and desirable requirements plus how these will be assessed

Qualifications and training	Essential	Desirable	A	I	T
GCSE Maths and English Language Grade C or 4 or above	X		X		
Further education level qualifications		X	X		
CIPD qualification (Level 3 or 5)		X	X		
<i>Please be aware that as part of onboarding processes, we will seek original documentary evidence of the relevant academic and/or professional qualifications which you include within your job application</i>					
Previous experience	Essential	Desirable	A	I	T
HR advisory and administration experience in any industry	X		X	X	
Ability to undertake calculations relating to salary, holiday, and other benefits (includes complex pro rata scenarios)	X			X	
Integrated HR/Payroll system experience	X	X ADP iHCM	X	X	
Proactive team working within HR and with wider teams	X			X	
Skills, knowledge, and aptitudes	Essential	Desirable	A	I	T
Highly organised and confident; ability to prioritise and manage a broad and varied workload	X			X	X
Ready to take the initiative and proactively progress the areas of your work	X			X	
All round communication skills: you will engage with your customer base in several ways and your communications must be clear, concise, and helpful (customer focused)	X		X	X	X

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Given you will liaise with line managers and staff across UCEM, ability to build relationships with people at all levels	X			X	X
Attention to detail in both accuracy of communications and completeness of tasks	X		X	X	
<p>Digital skills:</p> <ul style="list-style-type: none"> <li>○ We use MS Office which includes Teams, Outlook, Word, Excel, and PowerPoint</li> <li>○ SharePoint experience (intranet management) and therefore a creative eye for detail</li> <li>○ We also use DocuSign and Adobe Acrobat</li> <li>○ An understanding of accessibility would be helpful</li> </ul> <p><i>In broad terms digital skills are essential; we will help you to learn any systems we use with which you are not familiar</i></p>	X	MS Office, SharePoint	X	X	
<p>Interest in health and wellbeing, and equality, diversity, and inclusion (includes equity and belonging)</p> <p><i>There will be team activities and work which we need you to proactively contribute to</i></p>	X		X	X	
A keen interest in the HR/People profession	X			X	
Understanding of the UK GDPR and its impact on HR work	X			X	
<b>Other requirements or special requirements</b>	<b>Essential</b>	<b>Desirable</b>	<b>A</b>	<b>I</b>	<b>T</b>
<p>Alignment to the UCEM core values of Passion, Integrity, Excellence and Support; all employees are expected to demonstrate our values at work:</p> <p><a href="https://www.ucem.ac.uk/core-values/">https://www.ucem.ac.uk/core-values/</a></p>	X			X	
Commitment to delivering positive outcomes for our students; we want our students to be successful	X			X	
You must be prepared to undertake compulsory online training should you be appointed; this includes Data Protection, Health & Safety, Safeguarding, Prevent, EDI, and Anti-bullying, Harassment and Sexual Misconduct	X			X	

## PAY & BENEFITS

- Salary range £33,000 to £35,000 per annum.
- 26 days paid holiday (rising to 28 with service) plus paid bank/public holidays plus up to 5 paid closure days (typically between Christmas and New Year); all per holiday year Full Time Equivalent. Our holiday year runs from 1 August to 31 July. We also have a holiday buy and sell scheme in place. Sometimes UCEM does not need to close for 5 days per year and any balance, for example 1 day, can be used as a paid Wellbeing Day to take time out for your own physical or mental health.
- Pensions auto-enrolment to the People's Pension salary exchange scheme (the term we use for salary sacrifice). You may opt out of salary exchange but remain in the scheme, or you may choose to opt out altogether.
- Policies in place for all types of family-friendly statutory leave with enhanced pay available from day one of employment (in addition to statutory pay, where applicable).
- Wellbeing support and full access to the Employee Assistance Programme, as well as the Thrive Mental Wellbeing app. Several UCEM employees are trained Mental Health First Aiders and can support staff.

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- Cycle to Work and Electric Vehicle salary sacrifice schemes and access to Tax-Free Childcare (Government scheme).
- For Horizons based roles, we may in the future be able to offer parking on site however you must not assume this will be possible. Every now and then we may have a spare parking space become available and you can ask to join the waiting list. UCEM is keen wherever possible, to encourage staff to commute as sustainably as possible.
- Life assurance cover.
- Employer-funded Health Cash Plan (Simplyhealth) and voluntary dental insurance (Unum).
- Charity giving options available including one voluntary paid day, per annum.
- As a UCEM employee you will have access to Microsoft Office 365 applications for personal use. You will also have access to range of lifestyle discounts (savings on everyday purchases) and access to three learning platforms.

On the *Join the team* page of our website, you will find the full list of employee benefits at UCEM

## APPLICATION PROCESS

**IMPORTANT!** All job applications must be sent to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) and if you apply via a jobs board, please make sure you have sent all required documents otherwise we will be unable to consider your application. In addition, if you apply for this job on the recommendation of an existing UCEM employee, please make sure to mention their name within your application.

To apply for this role, please send the following to [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk) (you will receive an auto-response):

1. Your up-to-date CV;
2. A covering letter or email message outlining your suitability\* for the role; AND
3. A completed **Recruitment Check Form** which is available from the *Current vacancies* page of our website.

The above items constitute a **complete** job application.

\*We hope you take time to consider the UCEM values when you prepare your job application. You may also wish to consult our vision and strategy document: <https://www.ucem.ac.uk/our-vision/>

We are committed to driving forward our sustainability agenda to secure a sustainable future and our long-term ambition is to be the world's most sustainable university. We recommend you visit our website to find out more about our **Sustainability Strategy**: <https://www.ucem.ac.uk/sustainability/>

If you are an existing UCEM employee, we request you inform your current line manager of your intention to apply for this role.

**NO AGENCIES:** We are not using agencies for this vacancy, and we cannot accept any CV submissions. Please do not contact us as we can only repeat this message.

## Informal discussion

If you are unsure whether to apply, perhaps because you do not meet all essential criteria, we encourage you to call the hiring manager to discuss this further (details below). If you are excited by this vacancy do not rule yourself out; it still might be worth applying.

For an informal discussion about the role please contact Lisa Wilks on 0118 921 4641 or email [l.wilks@ucem.ac.uk](mailto:l.wilks@ucem.ac.uk)

For any other enquiries please contact HR on 0118 467 2454 / 2433 or email [recruitment@ucem.ac.uk](mailto:recruitment@ucem.ac.uk)

## Closing date and next steps

Monday 2 December 2024 at 5.00 p.m.

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HR will screen all applications in person and all applicants will receive a response confirming the status of their application. We value the time taken to make a job application and the interest shown in UCEM.

## Interview details

Dates for interview will be advised to you later in the process however we intend to complete interviews and make an offer, prior to the Christmas break. **Please indicate on your Recruitment Check Form any dates you cannot make up to and including Friday 20 December 2024.** This helps us to plan interviews should you be shortlisted, prior to contacting you.

Applications may be reviewed prior to the closing date and occasionally, you may be invited to interview ahead of the closing date.

**Interviews will take place at our Reading office.** We will ask you to complete a short online exercise in advance of this process.

## Equality, diversity, and inclusion

Here at UCEM we champion equality, diversity, and inclusion in our workforce. We celebrate diversity and the strengths it brings to our staff body, our student community and our Board of Trustees, recognising that people are key to our success. Our aim is to attract, develop and retain a diverse workforce, therefore we welcome and encourage applications from all backgrounds.

## Pre-employment checks

UCEM undertakes thorough pre-employment screening as part of its recruitment process. Given we have contracts with Government offices, we make sure our checks comply with the Baseline Personnel Security Standard (BPSS). Checks will include identity, right to work, basic disclosure criminal record check, and three years of employment history.

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## Attachment – homeworking environment

UCEM is a **flexible employer** and flexibility is built into different places of work location. As such, it is reasonable to ask employees to adhere to some **general principles and ways of working**, in order to make sure flexibility offers value to everyone, including UCEM.

In addition, if all or part of your working week involves working at home, your home environment must meet certain conditions. Otherwise you will be required to work in the office at Horizons.

### General principles

- All employees regardless of place of work will be required to take an online Display Screen Equipment (DSE) assessment and repeat this at such intervals as may be instructed by the Facilities Management Team. The purpose of this is to look after your health and safety at work.
- All employees must adhere to UCEM IT Security and Data Protection policies in their place of work.
- All employees will be expected to be accessible to colleagues during their normal working hours and ensure their Outlook Calendars reflect the accurate place of work.
- All line managers will be expected to be accessible to their team and will be responsible for ensuring the performance of their team.

### Remote (Home) requirements and conditions

- Where your place of work involves working at home, you must have suitable conditions in which to work.
- As a minimum, your UK home location must be able to accommodate the UCEM technology and equipment. What this means in practice is that you must have sufficient space in which to house the technology and equipment safely and securely.
- In all cases, UCEM technology and equipment can only be handled and used by you, the employee. It must not be accessible to any other household member, at any time.
- When you are working remotely as part of the DSE assessment, you will be required to provide evidence that your working environment meets DSE requirements, such as providing a photo of your workstation setup.
- You must also provide a secure and reliable internet connection which allows you to work as effectively as if you were in Horizons, **including undertaking video and audio calls and connecting permanently to the VPN.**
- In the case of known broadband outage you should plan to work at Horizons or elsewhere – noting that elsewhere must still meet the place of work requirements. Should you be unable to do either of these options, you will be required to take holiday. In the event of unexpected outage, you should discuss with your line manager whether you need to find an alternative place of work or take holiday.
- For the avoidance of doubt, the provision of the required broadband, will be self-funded.
- It is expected that you will house technology and equipment at a suitable work desk, which gives you the space needed to work safely and confidentially. This space in your home must be away from other household users, such as space in a room which is not frequented by other household members.
- Your work environment must remain professional at all times. This means you must be able to work remotely without interruption from household members and noise, and your surroundings should mirror what an office environment would look like (clean/tidy, free of clutter and distractions).
- It is not appropriate to work from a sofa or other location which is not in keeping with presenting a professional work environment. Opting to use the blurring function on Teams/Zoom is not an acceptable workaround.
- If you do not have space to accommodate these requirements or your circumstances change, you are not permitted to work at any location other than Horizons.