

22 August 2019

Job Description

Human Resources Manager

Context

INTO is an organisation working in partnership with leading British Universities and investing in the development of world-class international student centres. It specialises in preparing students for undergraduate and postgraduate study in the UK. Our Centres deliver guaranteed progression onto leading British undergraduate and postgraduate courses. Each INTO Centre is managed by a joint venture management board in which INTO and the partner University are equal shareholders.

Reporting Line

The HR Manager reports to the Centre Director with a technical reporting line to the VP - HR UK Centres.

Job Purpose

To provide professional, quality and timely HR advice and operational support to Line Managers to ensure best practice and mitigate organisational risk against the backdrop of the Centre's business objectives. To undertake the role as a key business partner to the Senior Management Team and contribute to the delivery of key people projects. Expected to act as a trusted advisor and sounding board for the Senior Management Team and support the Centre Director with driving through cultural and business change as required.

Key Accountabilities and Duties

- To operate as an effective business partner to the Centre Director and SMT within the centre structure;
- To be the HR lead within the INTO Centre, managing a small team and ensuring the HR processes, service and systems support the aims of the Centre and INTO; building effective stakeholder relationships at all levels within the business and HR;
- To ensure that best practice processes and policy applies to the HR administration relating to the employee lifecycle in line with statutory, regulatory and company guidelines;
- Utilise effective HR management information via the INTO People (Workday) Management System to monitor recruitment, staffing levels (including teacher utilisation), absence and retention, employee costs, performance coaching processes and ensure that this information is used to review and influence effective change;
- Contribute to the smooth running of payroll and effective working relationships with an outsourced payroll provider via the INTO People Management System and other systems and processes to ensure that the payroll processes are accurate and compliant;
- To ensure that managers, HR and employees contribute to the effective relationships with payroll by carrying out their responsibilities on the INTO People Management system (Workday);
- Work closely with the finance department to analyse costs to the business (e.g. cover teaching and training budget);
- Provide advice and guidance to line managers on a range of people management projects and processes;
- To be line manager for HR personnel.
- Assist the SMT within the Centre in ensuring that best practice people policy and processes are embedded to maximise fairness, transparency and diversity and support a high-performance culture;

- Keep abreast of relevant changes in Northern Ireland and UK employment law and organisational development and communicate relevant changes in legislation to line managers ensuring they are aware of their responsibilities;
- Support the Centre Director and SMT team with the management and facilitation of change projects through effective communication, consultation, training and development;
- Assist managers and the Centre Director with the championing and embedding of the broader INTO people strategy/agenda;
- Contribute to the attraction and retention of high performing employees by ensuring that effective, lawful selection and recruitment strategies are put in place and that managers are appropriately trained and make sound decisions;
- Be responsible for the collection and accurate collation of data in order to complete and submit the annual statutory Equality Commission's Fair Employment Monitoring Return and three-year Article 55;
- Complete & return quarterly & annual government employment/statistical surveys;
- Contribute to the development of effective job evaluation and pay and grading processes;
- Contribute to the development of an effective organisation structure that supports the "student promise" and reflects the financial constraints;
- Work with the Centre Director to develop and maintain proactive and positive employee relations;
- Refer high risk queries to the IUP people team to ensure that potential situations of organisational risk are escalated appropriately so support can be given;
- Contribute to the Centre Director's quarterly board reports highlighting key achievements and FTE changes across the Centre;
- Work as an effective team member with other HR colleagues in other Centres;
- This role will require the individual to be familiar with the wider organisational structure and to have a good understanding of the working relationships across the organisation and the common policies and procedures.
- Comply with General Data Protection Regulations in relation to employee and company data.
- Be trained to a minimum of Safeguarding Level 1.
- Identify and take part in relevant training and/or self-development activities and apply relevant knowledge/learning outcomes to the role and to your team.
- Demonstrate professional levels of customer service at all times.
- Adhere to all company policies and procedures including those in relation to your own and others' health, safety and wellbeing.
- **Your job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request.**
- **We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working**

Salary

Salary Band D - £27,028 to £36,568 per annum depending on skills, qualifications and experience.

Location

INTO Queen's University Centre, 2-8 Lennoxvale, Belfast, BT9 5BY.

Safeguarding

As part of our Safeguarding procedures, applicants for all posts are asked to note that:

- References will be followed up;
- All gaps in CV's must be explained satisfactorily;
- Proof of identity and (where applicable) qualifications will be required;
- Reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- Appropriate suitability checks will be required prior to confirmation of appointment.

This role meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment will be subject to an AccessNI check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions. See next page for Person specification

See next page for Person Specification.

Person Specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate AccessNI disclosure may be required prior to confirmation of appointment • Right to live and work in the UK, e.g. valid UK or EC passport or appropriate visa/work permits 	
Education/Qualifications	<ul style="list-style-type: none"> • Educated to Degree level or equivalent • Attained accreditation to Chartered Institute of Personnel and Development or working towards this together with demonstrable experience in the required areas. 	
Skills/Knowledge/Experience	<ul style="list-style-type: none"> • Experience of HR Business Partnering and as an HR Generalist in a fast-paced organisation; • Sound knowledge of NI and UK employment law and practices and their practical application in a commercial environment; • Experience of providing expert HR advice and guidance to managers • Ability to apply good employment practice and protect the organisation from potential risk and coach managers; • Excellent organisational and work management skills, the ability to prioritise, meet deadlines and work under pressure to achieve departmental and organisational targets; • Ability to work on own initiative; • Good understanding of payroll and auto enrolment pension processes and application; experience of handling employee queries and checking payslips; • Experience of using HR Information Systems, including the generation of reports on key HR matrices • Experience of assisting the SMT to manage a programme of change • Build and maintain relationships with other Centre HR and Head office staff • Independent thinker, able to proactively identify opportunities for improvement/ change and put into action within the parameters of organisational governance; • Able to assimilate data from multiple sources, problem solve and exercise excellent judgement in identifying appropriate solutions; • Demonstrate the ability to influence outcomes where needed; • Experience of identifying opportunities for change and implementing successfully; • Ability to build and manage effective relationships with peers, colleagues, 	<ul style="list-style-type: none"> • The ability to train and develop others • An interest in other nationalities and cultures. • Some experience of working in an HE or FE environment • Experience of managing staff



	<p>managers, senior managers and relevant stakeholders;</p> <ul style="list-style-type: none"> • Ability to adapt communication style to meet the business requirements; • Able to communicate complex information in an appropriate way to meet the needs of the audience and demonstrates excellent written and verbal communication with good attention to detail where needed; • Ability to be discrete, confidential and sensitive in all issues and mindful of data protection governance; • Ability to present a positive image of the company as the first point of contact for people inside and outside the company; • Ability to implement and work with clear systems and processes and regulatory requirements; • Committed and responsible for promoting and safeguarding the welfare of children and young adults. • Demonstrate competent IT skills in Microsoft packages. 	
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Key Competencies:

Communication:	<ul style="list-style-type: none"> • Carefully prepares information to present e.g. selects the most appropriate way (e.g. PowerPoint, verbal) to communicate • Are clear and precise in their communication with others • Communicates key messages to their teams, customers and stakeholders on an ongoing basis • Presents facts based on evidence • Builds rapport with others • Anticipates and adapts communication style appropriately • Understands others needs e.g. reflects and re-iterates what they have heard
Teamwork	<ul style="list-style-type: none"> • Keeps others informed • Manages/distributes work appropriately based on who is best placed to deliver • Asks for ideas & opinions to resolve issues • Promotes good working relationships and intervenes to ensure conflicts are resolved • Publicly provides credit to others who have made valuable contributions and performed well • Encourages, motivates & builds confidence of others
Customer (& Employee Focus)	<ul style="list-style-type: none"> • Takes personal responsibility for correcting customer/employee issues • Corrects problems promptly & non-defensively • Sets priorities to serve customers/employees in a timely manner • Takes time to understand their customer/employee and makes themselves available • Takes a broader viewpoint in giving a complete customer/employee experience
Role & Performance Focus	<ul style="list-style-type: none"> • Takes responsibility for delivering goals across the team • Monitors quality of work • Motivates others to deliver • Seeks feedback from others to ensure quality and standards are met
Solution & Ideas Focus	<ul style="list-style-type: none"> • Foresees obstacles and challenges in the future and plans to overcome them • Points out discrepancies to others and works with them to meet/exceed standards and recommends alternate processes within own area • Seeks to develop the capability of others based on an understanding of changing business needs • Exhibits good judgement in making timely and calculated decisions to help solve problems and/or to implement something new • Ensures other people's options are explored, understood and valued when considering the way forward • Considers a wide variety of sources when making decisions e.g. from other teams, partners, competitors, the market, etc. • Anticipates and takes advantage of an opportunity to develop and introduce a new approach that improves what they do and is scalable to implement going forward • Embraces ambiguity and new ideas to lead change, and motivate others too



INTO QUB Applicant Additional Information Form

Role: HR Manager Date: 22 August 2019

This form must be fully completed and returned with your C.V., otherwise your application will be deemed to be incomplete. Please state clearly and concisely how you feel you meet each of the listed essential and desirable criteria, giving relevant recent examples where possible.

	Criteria	How you meet this criteria
Legal Status Essential Criteria	<ul style="list-style-type: none"> Eligibility to work in and travel freely to and from the UK, i.e. valid UK or EC passport or appropriate visa/work permits. 	
Education / Qualifications Essential Criteria	<ul style="list-style-type: none"> Educated to Degree level or equivalent Attained accreditation to Chartered Institute of Personnel and Development or working towards this together with demonstrable experience in the required areas. 	
Skills/Knowledge/ Experience Essential	<ul style="list-style-type: none"> Experience of HR Business Partnering and as an HR Generalist in a fast-paced organisation 	

	<ul style="list-style-type: none"> • Sound knowledge of NI and UK employment law and its practical application in a commercial environment 	
	<ul style="list-style-type: none"> • Experience of providing expert HR advice and guidance to managers 	
	<ul style="list-style-type: none"> • Good understanding of payroll and auto enrolment pension processes and application; experience of handling employee queries and checking payslips 	

KEY COMPETENCIES:

Communication	<ul style="list-style-type: none"> • Able to communicate complex information in an appropriate way to meet the needs of the audience and demonstrates excellent written and verbal communication with good attention to detail where needed 	
Teamwork	<ul style="list-style-type: none"> • Ability to build and manage effective relationships with peers, colleagues, managers, senior managers and relevant stakeholders to achieve objectives 	

	<ul style="list-style-type: none"> • Experience of assisting the SMT to manage a programme of change 	
Customer & Employee Focus	<ul style="list-style-type: none"> • Takes personal responsibility for understanding and correcting employee issues in a timely manner 	
Role and Performance Focus	<ul style="list-style-type: none"> • Excellent organisational and work management skills, the ability to prioritise, meet deadlines and work under pressure to achieve departmental and organisational targets 	
	<ul style="list-style-type: none"> • Ability to work on own initiative 	
Solution & Idea Focus	<ul style="list-style-type: none"> • Exhibits good judgement in making timely and calculated decisions to help solve problems and/or to implement something new 	

Name: _____

Signature: _____

Date: _____