**University of London**

**Job Specification**

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| Job Title: | **HR Adviser** |
| Department: | **Human Resources (Partnering & Employee Relations)** |
| Level: | **5** |
| Post Number: |  |
| **Job Purpose:** | | * To provide first line support to managers and staff across the University, assisting and supporting on a range of employment matters in accordance with HR policies and procedures and with HR related casework, providing day-to-day administrative support to the HR Partnering team. * To collaborate with colleagues across Human Resources in delivering effective, integrated, end-to-end, customer-focused people services. |

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| **Requirements of the role** | |
| **General**   1. Develop and maintain a thorough understanding of the University’s HR policies and terms & conditions of employment for all employee categories in order to provide accurate responses to routine enquiries. 2. Monitor the HR inboxes, providing first line response to queries in accordance with relevant HR policies and procedures, escalating where appropriate. 3. Under the supervision and guidance of the HR Partner, take the lead on non-complex casework, escalating if the case becomes complex, and support the HR Partners in managing Sickness absence cases, including running monthly sickness reports, supporting and submitting Occupational Health referrals, assisting with drafting correspondence, and taking the lead on presenting these cases at the monthly casework meetings. 4. In collaboration with the Partnering team: update and maintain the ER case log spreadsheet, ensuring that the information is accurate and up to date; set up ER case log review meetings when requested; maintain ER files and folders ensuring accuracy and compliance with relevant GDPR/Data Protection requirements. 5. Organise disciplinary, grievance and appeal hearings, including arranging meeting rooms, refreshments, preparing, co-ordinating and circulation of papers and other relevant information for panels and attending the hearing to take minutes as required. 6. Take accurate notes at informal and formal meetings as required (including disciplinary, grievance and appeal hearings, investigation and Change Management meetings), circulating notes within the agreed timeline, managing the review of the notes by the relevant parties and saving a final and agreed version in the relevant ER file. Act as a central point of guidance to colleagues in other HR teams who provide note-taking support at formal meetings and provide training to them as appropriate. 7. Carry out job evaluations when required, following up as necessary with managers if more information is required. 8. Contribute to the development of policies and manager tools and toolkits, e.g., carrying out research, benchmarking and drafting where required. 9. Develop effective working relationships with colleagues in Partnering, the wider Human Resources team and across the wider University, and external stakeholders as needed, pro-actively supporting colleagues in own and other teams (e.g. helping out in times of absence and/or peak workload). |  |
| **Continuous improvement**   1. Be alert to opportunities for improved quality, practice and efficiency, working with colleagues in all Human Resources teams to implement changes and improvements that take account of the impact on customers, colleagues and delivery of effective people services. |  |
| **Other duties**   1. Actively follow and promote the University’s policies, including the Dignity at Work and Equal Opportunities policies 2. Maintain an awareness of and observe fire and health and safety regulations 3. Any other duties consistent with the grade and scope of the post, or as reasonably required of the post-holder by the reporting manager |  |

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| **Reports To:** | Head of HR Partnering |
| **Responsible for (if applicable):** | n/a |
| **Additional demands of the role:** | The University operates a Hybrid Working framework involving a mix of working from home and attendance at the office. |

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| **Person Specification** |
| **EXPERIENCE & JOB-RELATED QUALITIES**  *Essential*   * Demonstrable generalist experience of working within an HR department. * An awareness of HR processes and procedures. * Significant experience with providing effective customer service with the ability to understand and liaise effectively with all stakeholders. * Experienced in handling difficult situations with an understanding and patient manner. * Able to work in a fast paced, often pressurised environment under own initiative, using judgement to prioritise a number of competing tasks and deadlines and knowing when to escalate issues. * Demonstrable experience in handling confidential and often sensitive information and working in compliance with relevant legislation. * Strong team player with excellent interpersonal skills and a willingness to support colleagues in busy periods.   *Desirable*   * Experience of working in Higher Education. * Experience of note-taking for formal meetings. |
| **TECHNICAL KNOWLEDGE & SKILLS**  *Essential*   * Awareness of employment legislation and data management requirements of recruitment (eg GDPR, Data Protection, UKVI and eligibility to work requirements, Equality Act, etc). * Excellent computer skills, including MS Excel, Word. * Experience of using HR databases and online recruitment systems. * Pro-active communication skills (verbal and written) with the know-how and confidence to liaise effectively with internal external stakeholders across all levels and backgrounds. * Excellent note-taking skills, able to record key points accurately and finalise notes in short timescales.   *Desirable*   * Knowledge of Business World and/or Jobtrain. * Understanding of the requirements of note taking in formal HR processes. |
| **EDUCATION & PROFESSIONAL QUALIFICATIONS**  *Essential*   * No formal qualifications are required but a good level of numeracy and literacy is essential.   *Desirable*   * CIPD qualified, or studying towards |
| **PERSONAL QUALITIES**  *Essential*   * Good understanding of customer service, with the ability to work out their needs and to liaise effectively with them, with patience and understanding. * Able to work at pace and organise own workload to ensure delivery of competing tasks and deadlines, and knowing when to escalate issues. * Commitment to development, including demonstrating a continued interest in human resources best practise and striving for development both personally and for the team. * Can work effectively at pace, without close supervision. * Demonstrates integrity in the handling of personal data. * A collaborative team player who works pro-actively with others to deliver a good service and is willing to support others in busy periods. |