HR Officer

HUMAN RESOURCES

Closing date: 09 February 2018
**Directors Introduction**

As a member of the Commercial Services team you will be a key contributor in supporting our section to provide essential income to support the University’s key objectives. The services we provide underpin values that will enhance the ‘student experience’, whilst being profitable and sustainable.

We work in an all-inclusive environment where the word ‘team’ is part of our culture. We provide an excellent benefits package supporting market led terms and conditions of employment. We are committed to Investors in people and this is demonstrated by providing an open door policy giving access to the Management Team from all levels of the organisation.

I wish you well with your application.

Jon Greenwood, Director of Commercial Services

---

**Human Resources**

The Human Resources department provides a high quality, cost effective service to YCL. To a workforce of over 600. Providing support on a wide range of HR related matters including; recruitment, rewards and benefits, case work, contractual rights, the full employee employment cycle.
YCL

YCL is a wholly owned subsidiary company of the University of York. YCL was formed in 2012 with the overall aim to deliver a profitable service and provide essential income to the University.

YCL is continuously looking for new ways to support the University. In 2017/18 a new retail store and catering outlet will open for the use of students, staff, visitors and local residents.

There are a number of commercially focussed departments which make up Commercial Services, Catering and Bars, Campus Nursery, York Sport, Design and Print Solutions, York Conferences, Retail Services and support teams including Human Resources Central Administration and Marketing.

YCL was awarded IiP Silver in August 2014.

Benefits Package

- 38 days annual leave including 8 bank holidays (pro rata)
- Pension scheme
- On-site parking
- Concessions rates at York Sport Village and Centre
- 10% off campus NISA supermarkets
- Discount scheme with local restaurants, retail and tradesmen
- Salary sacrifice schemes including cycle to work, childcare vouchers and campus nursery
- Discount scheme with national retailers and services
- Discounted personal postage rates

Attractive Place to Work

Centred around the picturesque village of Heslington on the edge of the city of York, the campus offers a wealth of facilities, which includes bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal. Since 2000 we have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion.

During this period of change YCL has also grown to support the larger campus. We have worked hard to retain our friendly, informal atmosphere and believe strongly that work should be an enjoyable place to be.

The University

Founded on principles of excellence equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the centre for almost 16,000 students across 30 academic departments and research centres. In just 50 years we have become one of the world’s leading universities and a member of the prestigious Russell Group.

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles—just a few of many attractions.

But York isn’t just a great place to visit—it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
<table>
<thead>
<tr>
<th>Salary:</th>
<th>£21,038 per annum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade:</td>
<td>B3</td>
</tr>
<tr>
<td>Hours of work:</td>
<td>37</td>
</tr>
<tr>
<td>Contract type:</td>
<td>Open</td>
</tr>
<tr>
<td>Reporting to:</td>
<td>HR Advisor</td>
</tr>
<tr>
<td>Location:</td>
<td>University of York, Heslington, York, YO10 5DD</td>
</tr>
</tbody>
</table>

**Main purpose of this role**

To provide a high quality, cost effective Human Resources service that meets customer needs and Company objectives.

**Key responsibilities and duties:**

- To deal with Human Resources enquiries, calls and emails to provide advice where appropriate.
- To support the HR Advisor and company managers where appropriate on disciplinary, grievance, capability and harassment and discrimination cases using a problem solving approach.
- To provide support the HR Administrators to handle queries and tasks logged (Recruitment, contract variations, leavers etc.) and handle a higher proportion of more complex, challenging and enduring tasks.
- To support the HR Advisor to review and investigate the patterns of absence across YCL, and take proactive action on issues which arise.
- To provide research, documentation, advice and administrative support on grievance, performance and disciplinary issues. Attend meetings and hearings, take notes and follow up on outstanding actions and draft correspondence, as appropriate.
- To support Company managers on the management of sickness cases in accordance with the Company’s absence management policies and relevant legislation.
- To provide advice to staff and managers on conditions of employment and employee’s rights (for example, parental leave, annual leave, sickness absence).
- Carry out monthly checks on a range of contractual areas such as Visa end dates, end of fixed term dates, parental leave and temporary responsibility allowance.
- Respond and resolve to complex payroll queries.
- To ensure the effective administration of FTC’s to identify FTC end dates, and prevent last minute re-engagements, allowing timely planning for contract variations, ensuring that relevant policies and procedures are followed and any deviations are ‘true exceptions’. This will involve handling queries about contract extensions, terminations and redundancy related to fixed term contract completion.
- To provide advice and guidance about the Company’s recruitment and selection process, providing advice to managers on placement of adverts and recruitment issues generally, liaising with the advertising agency and participating in the selection panel when required.
- Oversea Criminal Records Bureau checks, ensuring that relevant codes of practice and policies are adhered to and that procedures relating to child protection issues are followed.
- Assist the HR Advisor in the review, drafting and development of HR policies, particularly from the perspective of the practicality of policy recommendations.
- During busy periods assist the HR Administrators to manage recruitment schemes from the advertisement of the vacancy to carrying out pre-employment checks.
- Oversee the Employee benefit package including the staff discount and salary sacrifice scheme.
- Undertake projects as requested by the HR Advisor and HR Partner.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake other duties within the scope and grading of the post in response to business needs.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>QUALIFICATIONS</strong></td>
<td><strong>KNOWLEDGE</strong></td>
</tr>
<tr>
<td>• A general education to include 5 GCSE passes at Grade C or above, or an equivalent educational qualification, or relevant experience.</td>
<td>• Knowledge of employee rewards and benefits</td>
</tr>
<tr>
<td>• Minimum level 3 CIPD qualification or working towards level 5.</td>
<td>• Thorough knowledge of administrative procedures and processes used in a busy office within a complex organisation</td>
</tr>
<tr>
<td></td>
<td>• Thorough knowledge of HR policies and procedures in a Business context, including awareness of contract management</td>
</tr>
<tr>
<td></td>
<td>• Thorough knowledge of HR systems and processes</td>
</tr>
<tr>
<td></td>
<td>• Thorough working knowledge of HR legislation</td>
</tr>
<tr>
<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
<td><strong>EXPERIENCE</strong></td>
</tr>
<tr>
<td>• Ability to offer operational management HR advice supporting application of company policies and procedures.</td>
<td>• Experience of working within HR in a large and complex organisation</td>
</tr>
<tr>
<td>• Effective IT skills with the ability to use Microsoft Office particularly Word, Excel, Access, PowerPoint and the ability to create and maintain web pages and on-line media.</td>
<td>• Experience of analysing data and presenting summary information in a clear and concise format</td>
</tr>
<tr>
<td>• Ability to communicate effectively in orally and in writing and with a wide range of people.</td>
<td>• Experience of drafting letters and emails relating to a wide variety of HR issues.</td>
</tr>
<tr>
<td>• Ability to effectively organisation and prioritise own work and follow procedures in order to produce work to a high standard and required deadlines.</td>
<td>• Experience of delivering high quality customer service.</td>
</tr>
<tr>
<td>• Ability to motivate a small dynamic team.</td>
<td>• Experience of working in a commercially focussed organisation</td>
</tr>
<tr>
<td>• Ability to advice confidentially on disciplinary, absence and performance management.</td>
<td>• Experience of working in a two tier organisation.</td>
</tr>
<tr>
<td><strong>PERSONAL ATTRIBUTES</strong></td>
<td></td>
</tr>
<tr>
<td>• Able to work as part of a team.</td>
<td></td>
</tr>
<tr>
<td>• Able to work flexibly under pressure and to tight deadlines.</td>
<td></td>
</tr>
</tbody>
</table>
How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6338
- Complete the online application form

You will need to submit your application by midnight (GMT) 09 February 2018.

What will I need?

We will ask you for:

- Personal details
- Your employment history
- Relevant qualifications
- Contact details for two referees

You will need to be ready to show us how you meet the requirement of the job, either in a written statement and / or by answering questions.

The Company will only recruit individuals who have passed the school leavers age. For further information and confirmation of the school leavers age please visit the City of York Council website

Applicants aged under 18 year of age will only be offered 20 hours a week or less and they must provide evidence that they are in full or part time education/training, or undertaking work based learning such as an apprenticeship.

Help and assistance

Direct queries to ycl-hradmin@york.ac.uk
01904 328413/01904 328424