Generalist HR Manager

YCL HUMAN RESOURCES

Closing date: 12 July 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—its also a great pace to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.
Salary: £37,239-£42,446 (negotiable within range)
Grade: D1
Hours of work: 37
Contract type: Open (permanent)
Reporting to: Deputy Director of Commercial Services

Main purpose of this role

To ensure the provision of a responsive and professional HR service to an assigned group of commercial business sections. The post-holder will need to develop strong relationships with Heads of sections and other senior colleagues to build and sustain excellent relations in order to facilitate change and to assist in identifying issues at an early stage in order to provide solutions.

The postholder will:
• Be the most senior HR professional employed by YCL, reporting directly to the Deputy Director of YCL;
• Act as the lead interface between and for an assigned group of sections within YCL
• Support case work across all sections of the company as required;
• Support employee relations activities such as committees, consultation and negotiation

Key responsibilities and duties:
• Attain and maintain an up-to-date knowledge of YCL HR policy and procedures and take appropriate steps, in consultation with the sections, to promote their effective use within sections.
• Encourage a performance focused culture to optimise employee effectiveness, utilising agreed practices and systems to recognise, reward and challenge behaviours as appropriate.
• Provide effective advice and support to managers, including attendance at formal meetings on a full range of HR issues, e.g. absence management, health and disability, equal opportunities, disciplinary and grievance, redundancy and performance management up to and including dismissal stages. You will also need to be willing, when necessary, to consult and/or negotiate with the Trade Unions on issues on sensitive cases, including local pay bargaining.
• Support the on-going development and delivery of HR policy and procedure, including delivering HR training and updating managers through presentations or written briefing notes, on changing requirements resulting from new employment law or YCL policy.
• Assist sections in reporting and analysing HR management information using both qualitative and quantitative to inform change and local priorities.
• Work with managers with regard to the grading of new roles, advise staff and managers about Role Review processes (HAY framework) and give them feedback on documentation. Liaise with the Rewards team to ensure the timely processing of job evaluation.
• Analyse labour costs and prepare recommendations for the Director / Deputy Director in support of commercial viability and in preparation for annual local pay bargaining.
• Manage and develop the YCL Rewards scheme as appropriate
• Provide advice on recruitment related activities e.g. adverts and person specs, and on selection process (e.g. skills tests, presentations, assessment forms). Contribute as a member of interview panels where appropriate. Advise managers on salary and contractual issues and ensure new appointments are processed efficiently and appropriately. Liaise with the University Rewards team and HR Services as necessary.
• Monitor data on anticipated termination of Fixed Term contracts and cessation of funding for indefinite contracts. Audit compliance with redundancy consultation procedures and advise managers on individual cases. Assist with the redeployment of staff and TUPE transfers.
• Provide professional advice and guidance on equality and diversity issues in employment, including contributing to equality forums within the community as required.
• Provide support to Heads of Sections and managers with change management initiatives, including providing advice on appropriate structures, roles skills, succession planning, job grading, employee engagement and reward.
• Assist the YCL Director / Deputy Director in the development and delivery of HR strategy; contribute to the development of YCL HR policies and strategy. Assist with the communication of change, including presentations e.g. staff meetings, academic meetings, and lunchtime briefings.
• Be approachable in order to ensure that staff feel able to talk about difficulties that are affecting their work or wellbeing such as; bullying, interpersonal difficulties, bereavement, work-life balance issues, illness etc. Provide support and advice; refer to specialist agencies where appropriate.
• Maintain own professional development; keeping abreast of changes in employment law and good practice in HR matters. Establish informal networks to promote this, for example with Central HR staff at Adviser / Manager level, and participate in formal networks internally and externally as appropriate.
• Manage, motivate and develop HR staff working within assigned sections. Carry out performance reviews of team members and ensure that any training and developmental needs are met.
## PERSON SPECIFICATION

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<th>ESSENTIAL</th>
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<td><strong>QUALIFICATIONS</strong></td>
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<td>• A level qualifications or NVQ level 3 equivalent</td>
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<td>• Graduate Member of the Chartered Institute of Personnel Development (level 7), or substantial equivalent experience at professional HR level</td>
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<td><strong>KNOWLEDGE</strong></td>
<td>Rewards and job evaluation experience</td>
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<td>• Good, up to date knowledge of employment law and HR good practice.</td>
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<td>• Good understanding of contract management including impact of Fixed Term Employees’ Regulations</td>
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<td><strong>SKILLS / ABILITIES/ COMPETENCIES</strong></td>
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<td>• Good IT skills including Microsoft Office suite, HR systems, databases</td>
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<td>• Proven analytical and research skills with the ability to evaluate information and report findings</td>
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<td>• Diplomacy and persuasion skills to engage professional staff and other managers</td>
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<td>• Highly developed interpersonal skills</td>
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<td>• Excellent communication skills including report writing, presentation-giving, 1:1 conversation</td>
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<td>• Ability to contribute to strategic discussions on workforce planning and organisational structures</td>
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<td>• Well-developed influencing skills</td>
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<td>• Ability to work proactively with limited guidance and to self-imposed timescales</td>
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<td><strong>EXPERIENCE</strong></td>
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<td>• Experience working within a commercial organisation</td>
<td>Policy development</td>
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<td>• Significant generalist HR experience in a large organisation in areas such as discipline, absence and performance management.</td>
<td>Project work</td>
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<td>• Recruitment and selection of staff in an organisation practising equal opportunities.</td>
<td>Training and presentation delivery</td>
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<td>• Liaison and networking experience.</td>
<td>TUPE experience</td>
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<td>• HR Advisory experience delivering a wide range of HR Services in operational setting</td>
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<td>• Experience of handling redundancy including consultation processes</td>
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<td>• Involvement in key areas of performance management</td>
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<td>• Line management</td>
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<td><strong>PERSONAL ATTRIBUTES</strong></td>
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<td>• Commitment to equality and diversity.</td>
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<td>• Commitment to understanding the business, including its ethos and culture.</td>
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How to Apply

Online

- Go to https://jobs.york.ac.uk/ycl
- Find the vacancy using reference 6805
- Complete the online application form

You will need to submit your application by midnight (GMT) 12 July 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