HR Assistant
Human Resources

Closing date: 14 January 2019
Interview date: 25 January 2019
Vacancy reference: 7281
INTRODUCTION

We are looking to recruit an experienced administrators who enjoy delivering excellent customer service to join the HR Services and Compliance Teams. You will work with managers and employees, to support and process a wide range of activities including:

Recruitments
Appointments
Contract changes
Employee leavers
Leave and absence management

These opportunities are based within a busy office environment, where teamwork is key to providing a high quality HR administrative support to colleagues across the University. We continually seek to work as efficiently as possible whilst under pressure to meet tight deadlines.

You will have an understanding of HR processes and an interest in how employment legislation and best practice informs why we do things a certain way. However, most important is your commitment to delivering excellent customer service and your ability to work as part of a team.

Joss Ivory, Director of Human Resources
Main purpose of the role

These are varied roles based in the HR Services or Compliance teams, which provide an HR administrative service to University staff and departments. You will act as first point of contact for both employees and managers for HR related queries. Working as part of a team we seek to provide a quality but efficient administrative service. As a team we carefully prioritise our workload according to internal targets and payroll deadlines.

Key responsibilities HR Services (12 Month Fixed Term Appointment)

- Supporting recruitments using the University’s e-recruitment system.
- Reviewing and placing adverts in external media.
- Liaising with colleagues across the University on recruitment timetables and providing general advice and guidance on the recruitment process.
- Managing interview invitations to short-listed candidates and dealing with other aspects of the interview process, including booking overnight accommodation for candidates, organising video conference interviews, liaising with candidates on interview and travel arrangements etc.
- Managing appointments, including appointment documents and record set-up on the HR System.
- Undertaking a wide range of HR administrative tasks for current employees through the HR enquiries tracking prioritisation and workflow management system.
- Using the HR system to create and maintain employee records and produce standard reports as and when required.
- Maintaining filing systems and staff personal files.
- Handling a wide variety of telephone and email enquiries.
- Supporting the ongoing development of the recruitment service and systems.

Key responsibilities HR Compliance

- Apply a good working knowledge of service administrative systems used to answer queries and resolve problems from colleagues and external customers.
- Contribute to the development of office administrative systems, carrying out administrative processes and ensuring controls are in place to ensure accuracy and timeliness.
- Support in the development of University administrative processes and provide advice and support to Departments as required.
- Develop reporting requirements and support in the creation and ongoing maintenance of compliance reports.
- Analyse, manipulate and interpret information in order to compile detailed data audits, summary reports and identify areas of risk or non-compliance for escalation and/or corrective action.
- Maintain the department/service website/webpages and update content as required.
- Provide initial point of contact responding to compliance queries raised through the Zen Desk System.
- Maintain compliance related data and information held in University Systems as required.

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

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>5 GCSEs at Grade C or above including English and Maths (or equivalent)</td>
<td>Essential</td>
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### Knowledge

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<th>Essential / Desirable</th>
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<tr>
<td>Advanced knowledge of MS Windows based packages including spreadsheets and databases</td>
<td>Essential</td>
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<td>Awareness of Human Resources legislation and procedures</td>
<td>Essential</td>
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<td>Understanding of issues in Higher Education</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Excellent IT skills, including word-processing, developing, up-dating and maintaining spreadsheets and databases accurately</td>
<td>Essential</td>
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<td>Ability to work to a high standard of accuracy and attention to detail whilst under pressure to meet tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Effective verbal communication and interpersonal skills</td>
<td>Essential</td>
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<td>Ability to work independently using own initiative taking ownership and responsibility</td>
<td>Essential</td>
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<td>Ability to work as an effective team member</td>
<td>Essential</td>
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<td>Ability to maintain confidentiality</td>
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### Experience

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<td>Experience of providing administrative support in a large and complex office environment</td>
<td>Essential</td>
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<td>Experience of effectively prioritising and carrying out high volumes of work</td>
<td>Essential</td>
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<td>Experience of independently drafting letters and emails</td>
<td>Essential</td>
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<td>Previous experience of working in a HR Environment</td>
<td>Desirable</td>
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<td>Experience of working with computerised HR systems</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>A positive and co-operative approach to providing a service</td>
<td>Essential</td>
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<td>Sensitivity and resilience when dealing with a range of issues</td>
<td>Essential</td>
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<tr>
<td>A willing and flexible approach to new tasks and areas of work</td>
<td>Essential</td>
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<tr>
<td>A commitment to delivering excellent customer service</td>
<td>Essential</td>
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THE DEPARTMENT

The University employs over 3,800 staff across 30 Academic Departments and 10 Support Departments and has 16,000 students studying a wide range of Undergraduate and Postgraduate programmes.

HR is a major support function within the University and offers the full range of HR services expected in an organisation of its size and complexity.

The Human Resources (HR) Department aims to support staff and managers by developing and adopting a range of strategies, expert advice, information and operational services.

The HR Services team is responsible for supporting all the routine HR transactions with staff and departments. The team also provide administration and information support and advice to other areas of the HR Directorate.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including 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. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we've worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City and the Region

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 the 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.

Visit www.visityork.org for more information on the city of York.

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to [https://jobs.york.ac.uk](https://jobs.york.ac.uk)
- Find this job using reference 7281
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 14 January 2019

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

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

Help and assistance

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835