

## 1 Advertisement

**Post Title:** HR Business Services Co-ordinator

**School/department:** Human Resources

**Hours:** Full time hours up to 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** Permanent

**Reference:** 20085

**Salary:** Starting at £24,144 to £27,396 per annum

**Placed on:** 07 March 2023

**Closing date:** 21 March 2023. Applications must be received by midnight of this date.

**Expected Interview date:** To be confirmed

**Expected start date:** To be confirmed

We have an exciting opportunity to join our HR Business Services team as a HR Business Services Coordinator on a permanent basis.

HR Business Services spans the whole of the employee life cycle providing customer liaison and queries, contract issue, database administration, employee records, management information and recruitment support.

Working within a fast-paced environment with a friendly and committed team, you will focus on the day-to-day operation and delivery of the HR Division's employee lifecycle administrative processes as a point of contact and link between staff members, internal departments, and external contacts. This is a hybrid role, meaning that after a period of training you will have the opportunity to undertake your role from home for up to 50% of your time.

### **Sussex comprehensive rewards package**

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton.

Sussex is a renowned, research-led international University. This is only possible because of the people that work here. Whether you are faculty, or a member of professional services it's only our people that make us great. That's why we provide a range of benefits that enable our colleagues to make the most of their money and take advantage of the opportunities that we have access to as a large employer.

Our discounts platform Reward Gateway gives you access to discounts at your favourite retailers. You could save £100s on your supermarket food shop, as well as discounts at retailers like Asos, John Lewis, Currys and many more. There is also a Wellbeing Hub which provides free video exercise classes from ClassPass, recipes, and wellbeing tips.

We also offer additional paid leave in the form of minimum service days, a generous pension scheme and annual leave allowance, an Annual Leave Purchase Scheme, Cycle to Work Scheme and discounts on local public transport. A full overview of all our reward and benefits can be found [here](#).

Please contact Michelle Lambourne, [m.lambourne@sussex.ac.uk](mailto:m.lambourne@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our [vacancies page](#)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*

## 2. The School / Division

Please find further information regarding the division at [Human Resources : University of Sussex](#)

## 3. Job Description

<b>Job Title:</b>	HR Business Services Co-ordinator
<b>Grade:</b>	G4
<b>School/Division:</b>	Human Resources
<b>Location:</b>	Sussex House - Falmer
<b>Responsible to:</b>	HR Business Services Manager
<b>Direct reports:</b>	n/a
<b>Key contacts:</b>	Senior HR Business Services Coordinator, HR Business Partners, Assistant HR Business Partners, HR Compliance, Payroll, Recruiting managers, Heads of School, Directors of Professional Services, other employees and members of the public.

### Role description:

HR Business Services spans the employee life cycle providing customer liaison and queries, contract issue, database administration, employee records, management information and recruitment support.

The HR Business Services Coordinator works as part of a team in the day-to-day operation and delivery of the HR Division's administrative processes as a point of contact and link between staff members, internal departments, and external contacts.

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## PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of the HR business services processes of the division through the effective co-ordination of activities, events and meetings
2. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied

3. To act as the main point of contact for service users in the effective and efficient delivery of the administration of employee life cycle activities.

## **KEY RESPONSIBILITIES**

1. Working as part of the business services team and within the wider institution, in line with local policy and procedure, assist with the planning, scheduling and delivery of hr business services activities, events and meetings including, but not limited to;
  - Preparing, checking and administrating all associated documentation within the employee life cycle, including new starter contracts, associated documentation and leavers. Including NHS and IDS associated documentation and policy.
  - Create and amend employee records on the HR system, maintaining accurate records for the monthly payroll. Including but not limited to HESA data entry and IT access requests.
  - Organising and completing all right to work checks including assisting with the administration of all certificates of sponsorship applications and associated paperwork, requesting visa information from managers and individuals and fielding queries.
  - Working within a set timeline to meet deadlines.
  - Collating a number of monthly reports and calculating redundancy payments
  - Proactively raising issues arising in advance for discussion and resolution
  - Co-ordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
  - Working within a team environment supporting new team members with training and covering absences.
  - To act as an ambassador for the service, with a focus on customer service and delivery while supporting the division in maintaining their Customer Service Excellence Award.
2. Communicating effectively with all stakeholders
  - Advising recruiting managers and administrating recruitment and selection activities including collating and checking job descriptions, advertisement placement and preparing and issuing contractual and associated documents.
  - Providing administrative support and guidance to staff members.
  - Effectively communicating with all stakeholders.
3. Providing support, information, and guidance to staff.
  - To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, providing explanations where necessary and knowing when to escalate queries
  - Providing guidance on relevant procedures and processes
  - Ensuring staff are aware of procedures and processes
  - Following GDPR guidance
4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes
5. Creating and maintaining accurate information on all business services activity that has taken place on multiple platforms
  - Creating and maintaining comprehensive HR records and files for future reference
  - Maintaining documentation for probation reports
  - Providing and recording accurate information for reports as requested
  - Presenting requested data to enable analysis and interpretation
  - Contributing to the editing of templates ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible

- Maintaining website pages (and other sources of information including spreadsheets) to accurately reflect current activity in an engaging way
6. This role does not have any budget responsibility.
  7. This role does not have any line management responsibility.
  8. This role does not have any responsibilities for equipment or premises.
  9. Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

## **INDICATIVE PERFORMANCE CRITERIA**

### **PERSON SPECIFICATION**

#### **ESSENTIAL CRITERIA**

1. Good secondary education
2. Effective planning and organisational skills to organise own workload and priorities.
3. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
4. Ability to work flexibly within a team and use own initiative
5. Accuracy and attention to detail in work and record keeping
6. Competent IT skills to effectively manage own workload – MS Suite.

#### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Ability to draft business like email correspondence and tailor template letters
2. Ability to use initiative to resolve queries and investigate complex issues/or escalate as appropriate.
3. Ability to be an effective communicator to a wide variety of customers
4. Ability to manage own time and organise own workload whilst under pressure
5. Experience of human resource administration
6. Experience of data entry
7. Experience of delivering exceptional customer service

8. Knowledge of some HR processes

**DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.
3. Ability to understand and interpret employment policies and legislation as they apply to the role; eg immigration, family leave policies, redundancy.
4. Knowledge of the HR System Resource Link