

UNIVERSITY OF SUSSEX



1 Advertisement

Role Title: Human Resources Business Services Co-ordinator

Division: Human Resources

Hours: full time hours up to a maximum of 36.5 hours per week

Requests for [flexible working](#) options will be considered (subject to business need).

Contract: Fixed Term – 1 year

Salary: starting at £21,814 rising to £25,217 per annum, pro rata

Ref: 2351

Placed on: 25 October 2019

Closing date: 10 November 2019. Applications must be received by midnight of the closing date.

Expected start date: ASAP

Previously closed on 14 October 2019. Previous applicants will be considered and do not need to reapply

We have an exciting opportunity to join our HR Business Services team as a HR Business Services Co-ordinator. Working within a fast paced environment you will be focussing on administrative support for recruitment and the employment life cycle.

Being customer-focused with experience of administrative work gained within a busy and complex environment. You will be able to prioritise and organise your own workload, as well as using your own initiative to solve or escalate problems as appropriate.

At the University of Sussex we offer a unique opportunity to work with a friendly and committed team to provide excellent HR services to employees across the University.

Please find further information about our department here: [University's HR website](#)

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

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

2. Job Description

Role Title	Human Resources Business Services Co-ordinator
Division	Human Resources
Location	Sussex House
Grade	4
Responsible to	HR Business Services Manager
Key contacts:	Heads of Schools, Directors of Professional Services, Heads of Professional Service, School Administrators, recruiting managers, HR Business Partners, HR Associates, International HR, payroll staff, employees and members of the public.

Purpose of the role:

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.

The HR Business Services Co-ordinator works as part of a team in the day-to-day operation and delivery of the HR Division's administrative processes, providing excellent customer service.

Key Accountabilities:

1. Advise recruiting managers on recruitment and selection including advertisement placement and job descriptions as well as liaising with the University's advertising agency on placement of advertisements.
2. Prepare and issue contractual and associated documents from job offers for new starters, changes in contracts for employees and leavers.
3. Complete Right to Work checks for new starters.
4. Draft Certificate of Sponsorship applications and documentation.
5. Advise and liaise with internal and external customers and manage queries.
6. Create and amend employee records on Resource Link System and maintain accurate records for the monthly payroll.

7. Manage and maintain accurate and up-to-date employee records.
8. Answer and/or field general enquiries from staff and members of the public, as appropriate.
9. Support the achievement of the Customer Services Excellence Standard by the HR Division.
10. Maintain up-to-date knowledge of the University's policies and procedures and other developments affecting service within the HR Division.
11. Work flexibly adapting to meet demands, supporting colleagues in the immediate team and wider HR division with the fluctuating demands of the service.
12. Undertake and/or assist with specific projects as required.

This Job Description sets out a range of responsibilities from time to time amended that may vary; it is not intended as a definitive list. The role holder may be asked to undertake other duties as reasonably requested by any member of the HR Leadership Team.

3. Person Specification

SKILLS / ABILITIES

	Essential	Desirable
Ability to manage own time, organise own workload and work unsupervised.	X	
Ability to demonstrate excellent attention to detail.	X	
Ability to draft business-like email correspondence and tailor template letters.	X	
Ability to use initiative to resolve queries or refer more complex problems as appropriate.	X	
Ability to understand and interpret employment policies and legislation as they apply to the role, e.g. immigration, maternity, redundancy		X

KNOWLEDGE

	Essential	Desirable
Experienced Word and Excel user.	X	
Some knowledge of HR Processes		X

EXPERIENCE

	Essential	Desirable
Experience of delivering exceptional customer service	X	
Experience of Human Resources administration.	X	
Considerable experience of operating effectively in an administrative role within a busy environment.	X	
Experience of data inputting	X	
Experience of working in a complex organisation.		X

Experience of Resource Link or other HR systems		X
Experience of working in a HR Shared Service Centre.		X

QUALIFICATIONS

	Essential	Desirable
Educated to GCSE level standard or equivalent.	X	

PERSONAL ATTRIBUTES AND CIRCUMSTANCES

	Essential	Desirable
Flexible and adaptable, with a positive attitude, willing and able to help a wide variety of visitors to the office as well as having a good telephone manner.	X	
Resilient	X	
Team-player with a supportive approach towards colleagues.	X	
Self-motivated.	X	
Empathetic.	X	
A good listener.	X	
An effective oral communicator to a wide variety of clients, many of whom do not have English as their first language.	X	
Diligent.	X	
Ability to own problems and deal with them swiftly	X	