



1 Advertisement

Post Title: Deputy Director of Human Resources – Transformation and Business Services

School/department: Human Resources

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

Contract: Permanent

Reference: 2394

Salary: Competitive

Placed on: 27 September 2019

Closing date: 11 October 2019. Applications must be received by midnight of the closing date.

Expected start date: As soon as possible

We are seeking an exceptionally talented individual to lead our exciting HR Transformation agenda at the University. As a key member of the HR Leadership Team, you will support the Human Resources Director in the development and delivery of the University's new People Strategy, which articulates an ambitious change agenda. Leading a multi-professional team, you will be responsible for delivering exemplary front-line services. Through your visionary leadership and strong customer orientation, you will enable your team to provide digitally enabled business-focussed services as standard; embed new ways of working; and deliver strategic priorities in partnership with Schools and other Professional Services.

With significant and successful experience of operating at scale in complex, ambiguous and diverse environments, able to communicate a compelling vision and inspire others, you will be comfortable in leading complex change programmes and managing numerous competing timelines under pressure to deliver results. Culturally sensitive, with high emotional intelligence, you will be able to build excellent working relationships with internal and external stakeholders and staff at all levels. You will be able to both exemplify the University's values through your leadership and foster a positive and inclusive working environment.

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.

JOB DESCRIPTION

Job title: Deputy Director of Human Resources – Transformation and Business Services

Grade: 10

School/Division: HR

Location: Sussex House

Reports to: Director of HR

Direct reports:

- HR Business Partners
- HR Business Services Manager
- Payroll Manager
- International HR Manager
- HR Transformation Project Manager (In liaison with Information Services)

Key Contacts:

Internal: Senior staff on the University Executive Group; and University Leadership Team; other senior staff and colleagues within Schools and Professional Services; HR Committee members; colleagues on the HR Division's Leadership Team and HR team members.

External: HR networks (S10 Group, UHR, South), UCEA Advance HE, Suppliers to HR Division.

Job Purpose:

The Deputy Director of HR - Transformation & Business Services is a critical role, they will lead the HR Business Services Team (comprising Business Services, Payroll, Business Partnering and the International HR team). Acting as a full Deputy, they are responsible for leading and managing the delivery of exemplary front line services across the HR Division. They will lead the HR Transformation Programme to enable the team to fully exploit digital HR and establish itself as a centre of customer excellence. This will involve business-led simplification and standardisation by leading and modelling newly designed customer-led services embedding new ways of working; delivering strategic priorities by collaborating with other areas (providing digitally enabled services as standard). In summary, making HR services simpler, quicker and more accessible across all areas of the University.

Main accountabilities

1. Strategy

- i) Play a key role in the HR Leadership Team, supporting the Human Resources Director in the development and delivery of the University's People Strategy and

Implementation of key objectives in the University's Strategic Framework and four core University Level Strategies: Research with Impact; Learn to Transform; Engage for Success and Build on Strengths.

- ii) Exemplify and embed the new ways of working and leading change which are required of HR as embodied in the People Strategy.

2. Senior Divisional Management

- i) To work collaboratively and strategically with the senior leaders of the HR team, to deliver the University's objectives within a working culture that is innovative, inspiring, and inclusive for our staff.
- ii) To champion an ethos of excellence, promote a consistent, enhanced staff experience and the alignment of HR services with the University's strategic aims.
- iii) To be the subject matter expert for areas within the remit of the post, keeping abreast of best practice, sharing knowledge and expertise with colleagues.
- iv) To take ownership and accountability for positive outcomes within agreed timescales for all project and day-to-day activity within the designated remit of the post.
- v) To contribute to the University's annual planning activity and budgeting process and ensure effective cost control and tracking of return on investment within areas of responsibility.
- vi) To deputise for the HRD by providing proactive support to senior members of the University as required.

3. Team Leadership

- i) To manage, develop and motivate direct reports as they undertake their roles – ensuring they have the appropriate freedom to manage their remits in line with their seniority and experience but with access to support and direction as required
- ii) To have oversight of the development plans for all staff within the remit of the position and to ensure regular appraisal, development and appropriate support is in place as they carry out their roles
- iii) To be an exemplar model of the values and behaviours set out in The Sussex Leader.

4. Decision making and problem solving

- i) Budget authority with responsibility for allocating funds in the best way possible to support delivery of key objectives
- ii) Leads on key projects with University wide impact, setting performance standards for the project, monitoring progress and ensuring delivery on time and to budget.
- iii) Able to balance the University's ambitious plans and the need for day-to-day service delivery with the need to prioritise resources and deliver within a challenging budgetary envelope
- iv) Comfortable and confident in presenting and interacting with the most senior members of the University
- v) Able to step in to deputise for the HRD in all aspects of her role.

5. HR Transformation

- i) Develop a major change programme for HR transformation, paying attention to structure, capability and culture
- ii) Liaise with key stakeholders to obtain buy-in and support for the transformation agenda

- iii) Manage the transformation programme to timescales and budget agreed with the Chief Operating Officer
- iv) Define HR processes, making clear who is responsible for each step, liaising with relevant stakeholders, and adopting LEAN methodology where practicable to look for early opportunities to improve service delivery on core activities.
- v) Establish ways of obtaining feedback in order to foster user-led services that are simple, fast and easy to follow.

6. **Operational Service Delivery**

- i) Manage the teams to deliver an efficient and effective HR service, ensuring that mistakes are kept to a minimum. Deliver key HR processes e.g. Recruitment, Academic Promotions and Discretionary Pay Review smoothly and effectively.
- ii) Ensure compliance with all relevant legislation, tax and pensions regulations
- iii) Monitor best practice in all aspects of service delivery, looking proactively for ways to improve efficiency and/or service delivery.
- iv) Lead relevant task and finish groups to engage colleagues in delivering a better or more efficient service
- v) Make best possible use of the IT available, seeking opportunities to modernise and make improvements as appropriate.
- vi) Deliver management information as appropriate at all levels across the University
- vii) Manage UKVI compliance
- viii) Engage and develop an ever more confident and competent HR Business Partnering team, who are able to deliver genuine added value.

Person Specification:

Essential

1. Qualifications & Knowledge areas

- i) Educated to degree level or equivalent
- ii) Generalist HR best practice
- iii) Employment legislation and relevant internal and external governance and compliance regulations
- iv) Business process re-engineering techniques e.g. LEAN

2. Experience

- i) Exemplary leadership and management skills, ability to motivate and inspire multi-professional teams.
- ii) Significant and successful experience of recruiting, developing, inspiring and managing HR teams
- iii) Significant and successful experience of operating at scale in a complex, ambiguous and diverse environment
- iv) Outstanding experience of leading complex change management programmes and initiatives.
- v) Substantial change management experience and capability based on promoting positive change and adherence to organisational values
- vi) Proven experience of advising at senior levels with confidence and gravitas
- vii) Significant and successful experience gained working in sectors with a high proportion of knowledge workers would be an advantage.

3. **Skills and competencies**

- i) Able to set out clear direction, inspire others and communicate a compelling vision/argument.
- ii) Able to work effectively at both the strategic and operational level
- iii) Able to manage many competing timescales under pressure and navigate ambiguity to successful outcomes/deliver results.
- iv) Able to facilitate and bring together disparate viewpoints to create shared understandings/pathways forward.
- v) Highly effective influencing, coaching and interpersonal skills
- vi) A truly inclusive approach to work, with the ability to work effectively with a range of styles
- vii) Culturally sensitive with high emotional intelligence and ability to operate with the utmost discretion
- viii) Able to build excellent working relationships through informal and formal approaches.
- ix) Able to analyse complex issues and present concise evaluation and options, in writing and orally.
- X) Able to use qualitative and quantitative information to monitor existing performance and to set future plans and direction.
- Xi) Political nous with the ability to know when to pose difficult or thought provoking questions

4. **Preferred**

CIPD Chartered Member or Fellow

NB It is anticipated that the role holder will have the potential to become HR Director. To this end the role holder will receive a bespoke development programme to support their development.