1 Advertisement

Post Title: HR Business Services Coordinator  
School/department: Human Resources  
Hours: Full Time hours - 36.5 hours per week  
Requests for flexible working options will be considered (subject to business need).  
Location: Brighton, United Kingdom  
Contract: Permanent  
Reference: 10116  
Salary: Starting at £23,144 to £26,396 per annum  
Placed on: 25 October 2022  
Closing date: 15 November 2022. Applications must be received by midnight of the closing date.  
Expected Interview date: TBC  
Expected start date: TBC

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 the you will have the opportunity to undertake your role from home for up to 50% of your time.

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. Here at Sussex we offer a range of benefits, including a generous pension scheme and annual leave allowance, and a cycle to work scheme. A full overview of all our reward and benefits can be found here.

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
Job Title: HR Business Services Co-ordinator
Grade: G4
School/Division: Human Resources
Location: Sussex House - Falmer
Responsible to: HR Business Services Manager
Direct reports: n/a
Key contacts: HR Business Services Officer, 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 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 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.

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 and administrating all associated documentation within the employee life cycle, including new starter contracts and leavers.
- Create and amend employee records on the HR system, maintaining accurate records for the monthly payroll.
- Completing all right to work checks including managing all certificate of sponsorship applications and associated paperwork
- Helping to ensure that timelines and resources are identified, realistic and achievable
- Pro-actively 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
- 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 job descriptions, advertisement placement and preparing and issuing contractual and associated documents.
- 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) to accurately reflect current activity in an engaging way

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

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

- Creating comprehensive HR records and files for future reference
- Providing and recording accurate information for reports as requested
- Presenting requested data to enable analysis and interpretation

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. 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/or refer more complex issues 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
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; e.g immigration, family leave policies, redundancy.

4. Knowledge of the HR System Resource Link