



## 1 Advertisement

**Post Title:** Senior HR Business Services Coordinator

**School/department:** Division of Human Resources

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

**Location:** Brighton, United Kingdom

**Contract:** fixed term for 12 months

**Ref:** 10326

**Salary:** starting at £27,131 to £31,411

**Placed on:** 23 January 2023

**Closing Date:** 31 January 2023 . Applications must be received by midnight of this date.

**Expected Interview date:** week commencing 13 February 2023

**Expected start date:** as soon as possible

Due to an internal promotion and expansion and upcoming projects; we have an exciting opportunity within our HR Business Services Team, for a Senior HR Business Services Coordinator to join us.

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, The Senior HR Business Services Coordinator oversees the work of the HR Business Services Coordinators; day-to-day operation and ensures the delivery of the HR Division's employee life cycle administrative processes. They will act as the escalation point of contact and link between staff members, internal departments, and external contacts.

We are looking for an evidenced track record of:

- Ability to motivate and lead a small team.
- Experience working in a fast-paced team, advising recruiting managers on process, following best practice, and transacting multiple tasks on a daily basis.
- Providing excellent customer service in every interaction.
- Assisting with specific project work; planning the implementation and outcome.

### **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.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. The School / Division

Please find further information regarding the school/division [at HR Pages](#)

### University of Sussex

#### Job Profile: G5 Senior HR Business Services Co-ordinator (Team Leader)

<b>Job Title:</b>	Senior HR Business Services Co-ordinator (Team Leader)
<b>Grade:</b>	G5
<b>School/Division:</b>	Human Resources
<b>Location:</b>	Sussex House – Falmer, UK
<b>Responsible to:</b>	HR Business Services Manager
<b>Direct reports:</b>	N/A
<b>Key contacts:</b>	HR Business Services Coordinators, 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 Senior HR Business Services Coordinator oversees the work of the HR Business Services Coordinators; day-to-day operation and ensures the delivery of the HR Division's employee life cycle administrative processes. They will act as the escalation 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 divisions employee life cycle administration through the effective co-ordination of activities and meetings.
2. To lead a small team of fellow co-ordinator colleagues to achieve business services departmental objectives, providing administrative support to all staff and external contacts.
3. Maintain, publish and disseminate information and appropriate communications to ensure services and processes are understood, utilised and applied
4. To act as the escalation main point of contact for service users in the effective and efficient delivery of services.
5. Provide support for quality assurance and feedback activities including reporting on relevant data information.

## **KEY RESPONSIBILITIES**

- To lead a small team of fellow co-ordinator colleagues to achieve business services departmental objectives, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;
    - Helping to ensure that timelines and resources are identified, realistic and achievable.
    - 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
    - To act as an ambassador for the service, with a focus on customer service and delivery.
    - Lead on specific projects as instructed and supported by the HR Business Services Manager.
1. Communicating effectively with all stakeholders
    - Publicising activities, events and meetings to all relevant staff or external parties in an effective way
    - Contributing to the editing of local guidelines and working documents, 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
2. Providing support, information and guidance to staff and students.
    - To be the first point of escalation 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.
    - Support the implementation of new releases on the HR system, in conjunction with the HR systems team.
  3. 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
  4. Creating and maintaining accurate information on activity that has taken place
    - Creating comprehensive records and files for future reference
    - Providing reports as requested
    - Presenting data to enable analysis and interpretation
    - Point of contact to investigate payroll related activity– ensuring queries are resolved accurately and at pace.
    - Oversee all coordinator administrative tasks including HESA data input, promotions, payroll monthly cycle and tutor administration.
  5. This role does not have any budget responsibility.
  6. This role has team leadership and supervisory responsibility for a small team of coordinator colleagues.
  7. This role does not have any responsibilities for equipment or premises.
  8. 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. The ability to lead and motivate a small team.
3. Effective planning and organisational skills to organise own workload and priorities, and delegate where necessary.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a team and on own initiative.
6. Competent IT skills to effectively manager own workload – MS Suite.
7. Ability to provide pastoral welfare support to junior members of the team where necessary

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

1. Ability to be able to set priorities and realistic goals for a small team
2. To be able to identify and act on changing priorities.
3. Ability to understand and interpret employment policies and legislation as they apply to the role; eg immigration, family leave policies, redundancy.
4. Experience and competent use of Resource Link or similar HR system.
5. Excellent knowledge of HR administration
6. Ability to draft template HR documentation

#### **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment.