



JOB DESCRIPTION

<p>Job Title: HR Operations Manager</p>	<p>Band 7: £37,100 to £41,732 per annum <i>Opportunity to progress to £45,585 subject to performance and the university reward scheme</i></p>
<p>Department: Human Resources</p>	
<p>Reporting directly to: Deputy HR Director</p>	
<p>Responsibility for: HR Administrators (Operations) and HR Advisors</p>	
<p>Other Contacts Internal: Recruitment Team; HR Business Partner Team; HR Systems and Data Team; Training and Organisational Development Team; Director of HR; Payroll Team; IT; Finance; Information Governance Office; Heads of School; Heads of Department; Other University colleagues External: HR System Providers; UKVI; External University colleagues and networks; Statutory and Regulatory Bodies (e.g. HESA)</p>	
<p>Overview</p> <p>Leading and managing the HR Operations team, you will provide a high quality, responsive HR service to staff and managers whilst also striving for continuous improvement of that service through the streamlining of HR processes where possible. You will offer guidance to staff and managers on a wide range of issues including contracts and terms and conditions of employment, ensuring that policies and procedures are applied fairly and consistently, providing support and guidance when necessary.</p> <p>Main Duties*:</p> <ol style="list-style-type: none"> 1. Provide timely advice and guidance to managers, current and prospective staff on procedural and legal aspects of contracts and terms and conditions of employment, HR policies and procedures, liaising with the relevant designated HR Business Partner when appropriate. 2. Manage, coach and support the HR Administrators (Operations) and HR Advisors, offering advice and guidance when needed and helping to develop skills and knowledge across the team. 3. Oversee the HR Operations team’s management of all aspects of administration relating to payroll, including pay awards, increments, pension contributions and salary sacrifice deductions, ensuring that information is collated, entered accurately and stored appropriately, complying with relevant legislation, audit requirements and best practice. Liaising closely with the Payroll and Benefits Manager as required on any issues or future developments relating to compliance and/or best practice. 4. Ensure that processes relating to evidence of eligibility to work in the UK are followed correctly and monitored in line with current legislation, and that relevant procedures are kept up to date. Provide expert advice to fellow HR colleagues, regarding immigration requirements, UKVI procedures and certificates of sponsorship/visa application requirements. Prepare for and contribute to internal and external audits as required. 5. Ensure that the HR Operations team are effectively recording and HR Advisors monitoring fixed term contracts, probationary periods and sickness absence in accordance with University policy, referring issues to HR Business Partners when appropriate. 	



6. Working closely with the HR Systems and Data Manager, oversee the coding, data entry and administrative activities relating to HESA and ensure the accurate and timely completion of the annual HESA return.
7. Provide a timely and accurate response to Freedom of Information requests and Subject Access Requests relating to staff data/information, liaising with relevant stakeholders when appropriate.
8. Working closely with the Recruitment Manager, ensure that information and procedures relating to terms and conditions are accurate, up to date, and available in suitable formats. Keep informed of changes to legislation and make recommendations for updates where appropriate.
9. To identify opportunities to drive efficiencies within HR processes and improve service delivery, leading on the implementation of such efficiencies as agreed.
10. To lead on key HR projects as directed by the Deputy HR Director and to support the HR Senior Management Team with strategic HR projects as required.
11. To assist the Deputy HR Director in the regular review of University policies and guidance notes to ensure they remain relevant to the organisation and reflect any changes in employment legislation.
12. To support HR related training events as appropriate to ensure consistency and a shared team responsibility for the promotion of best practice management behaviours.
13. Take part in appropriate committees, working groups and meetings as required.
14. Play a proactive role in developing the HR Operations service and its role in the department and further develop the reputation of the department by demonstrating a high level of professionalism at all times.
15. To be a flexible member of the team, supporting colleagues at peak times of workload and pressure.
16. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
17. Take steps to ensure and enhance personal health, safety, and well-being and that of other staff and students.
18. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

*The above does not represent an exhaustive list of duties associated with this role.