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| Role | HR ASSISTANT/HR COORDINATOR | | |
| Standardised job description code | GENHR-01 | Grade | 4 |
| Role Purpose | | | |
| The purpose of this role is to provide efficient and accurate HR support across the employee lifecycle. The postholder acts as a first point of contact for routine HR queries, applies policies and procedures consistently, and supports the delivery of HR services through effective administration of recruitment, payroll changes and employee records. The role ensures compliance with legislation and University standards while contributing to operational efficiency and a positive employee experience. | | | |
| Grade Descriptors | | | |
| [high level core purpose commensurate with grade descriptor] =not to be edited | | | |

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| * Regularly works within routine HR processes and procedures and exercises judgment in interpreting procedures to resolve issues effectively. |
| * Applies a working knowledge of HR processes and procedures across the employee lifecycle, and shares information with others as appropriate. |
| * Drafts clear responses to HR queries and efficiently manipulates routine HR reports for analysis, contributing to informed decision-making within the department. |
| * Takes ownership of prioritising own tasks, such as completion of monthly payroll changes, facilitating smooth workflow and operational efficiency. |
| * Requires knowledge of appropriate professional practice (e.g., legislation, policies, standards and procedures) relevant to the HR Assistant role. |

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| **CORE RESPONSIBILITIES [high level work which applies to multiple employees]** |
| guidance on what can be changed can be found in the Toolkit for Managers & HR  Changes to core responsibilities must be checked and verified at local HR level to ensure edits are appropriate and remain within grade descriptor boundaries described above |
| **HR Service & Administrative Support** |
| * Act as the first point of contact for routine HR queries from employees, managers, and external contacts by phone, email or in person, answering straightforward questions or redirecting as appropriate |
| * Provide efficient administrative support to the HR team, ensuring accurate and timely processing of routine tasks |
| * Maintain accurate employee records throughout the employment lifecycle |
| * Record and monitor staff sickness, annual leave, probation periods, and appraisal dates, escalating issues as needed |
| * Process monthly payroll changes in line with University deadlines, ensuring information is accurate and complete before submission |
| **Recruitment & Induction** |
| * Support recruitment administration, including editing job adverts and descriptions using University templates, placing adverts, preparing shortlisting packs, and issuing standard correspondence to candidates |
| * Assist with pre-employment checks, including right-to-work, references, and medical clearance |
| * Prepare standard letters of appointment, contracts and visitor agreements |
| * Support the organisation and delivery of induction sessions for new staff |
| * **Compliance** |
| * Ensure that all HR records are maintained securely and in accordance with GDPR and Information Security policies |
| * Follow University procedures relating to immigration and right-to-work requirements, payroll procedures, statutory pay seeking guidance where necessary |
| * Run basic reports from HR systems to support operational processes |
| * Attend appropriate training on HR systems and procedures to maintain up-to-date knowledge |
| * **Teamwork & Development** |
| * Attend appropriate training and development to maintain knowledge of HR policies, procedures, and systems |
| * Foster positive and collaborative relationships with the team and departmental staff, the university’s central HR teams, in order to facilitate smooth HR operations and foster a positive image of the university’s professional services |
| Selection Criteria ESSENTIAL [defined by SJD] |
| * Educated to GCSE standard or equivalent (including GCSE or equivalent Maths and English) * Awareness of current UK employment law * Ability to work independently and as part of a team * Ability to clearly and accurately communicate HR processes and procedures verbally and in writing * Demonstrable ability to prioritise workload and produce accurate, detailed work in accordance with deadlines * Experience of administering recruitment campaigns * Experience of providing a high level of customer service with accuracy and attention to detail * Experience of relevant administrative work including the ability to use Microsoft Office and email * Awareness of immigration and right to work procedures, Data Protection and information security guidelines, and appropriate discretion when dealing with confidential information * Willingness to undertake professional development and training |

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| Desirable |
| * Experience of working in an HR team * Experience of working with an electronic HR system |

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| Date |  |
| Edits to core responsibilities checked & verified against grade descriptor by {Departmental HR contact}: |  |