



UNIVERSITY OF  
LINCOLN

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JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>HR Administrator (HR Assistant)</b>				
<b>DEPARTMENT</b>	<b>Human Resources</b>				
<b>LOCATION</b>	<b>Brayford Campus</b>				
<b>JOB NUMBER</b>	<b>HR1107</b>	<b>GRADE</b>	<b>4</b>	<b>DATE</b>	<b>Jan 2021</b>
<b>REPORTS TO</b>	<b>HR Operational Services Team Leader</b>				

**CONTEXT**

This post is based in the Human Resources Department and supports the function in terms of delivering against the University strategic objectives and ensuring that a professional and solutions driven administrative service is provided to all employees and internal/external stakeholders.

**JOB PURPOSE**

To provide a professional, efficient, effective and flexible co-ordination and administrative support service with minimum supervision and ensuring that work conforms to the agreed quality standard, guidelines and procedures.

## KEY RESPONSIBILITIES

### ***Administrative HR Support to College/Professional Services functions***

Provide full HR administrative support across a wide spectrum of activities associated with the HR Operational Services team. This will include (but not limited to) amending standard templates and producing internal and external correspondence, recruitment and contractual documentation within agreed timescales.

Coordinate standard contractual correspondence, and meetings.

Work closely with other Assistants to ensure a high level of consistency of processes and procedures and to cover colleagues in periods of absence.

Where required, provide a welcoming reception service presenting a positive and professional image of the HR Department and the University at all times.

Work with minimum supervision and ensuring that work conforms to agreed quality standard, guidelines and procedures. To also develop quality standards, guidelines and procedures.

Contribute to and identify efficiencies to systems and processes to ensure optimum efficiency in all activities.

### ***Communication***

Ensure information is passed appropriately and promptly and to keep people informed, in order to maintain useful dialogue, information flow, and to build relationships and contacts.

Deal with written work requiring attention to detail in how information is presented. Confidently take minutes of detailed meetings and compose non standard correspondence.

Create and amend standard documentation to include recruitment and employee correspondence, and liaise with colleagues in order to maintain consistency as and when required e.g. changes to legislation.

Provide first-line guidance on queries and explaining a range of procedures and processes at all levels within the organisation.

Maintain confidentiality and discretion at all times.

### ***Co-ordination of the Recruitment Experience***

Co-ordinate the effective administration of the staff recruitment experience at the University working closely with colleagues in the Operations team and in College/Professional Services functions. This will include taking responsibility for recruitment using the online recruitment system, arranging interviews and liaising with new employees and ensuring all pre-employment checks have been carried out.

Assist with the co-ordination of Senior Recruitment (standard and non-standard), which will at times involve dealing with head hunters / external agencies.

Ensure all elements of the recruitment process are effectively carried out to enable the University to follow best practice in all aspects of recruitment and selection, which may include advising managers on process.

Work in conjunction with HR Operations team in the project management of recruitment campaigns. Ensuring that peaks/troughs in workloads are identified and alternative solutions are built into the project when required.

### ***Key contact for enquiries***

Act as first point of contact for all enquiries, primarily operations related, including candidates, new staff and current employees.

Provide HR advice in line with HR guidelines and policies, liaising with colleagues as appropriate and forwarding more complex queries to appropriate colleagues, ensuring consistent and accurate guidance. Encourage employees to use online resources where appropriate.

Build relationships with appropriate colleagues across the University.

### ***Planning & Organising***

Be able to manage own time and determine priorities provided the required output is achieved.

Coordinate small projects or events which may stretch across the University e.g. a particular HR related activity such as Academic Promotions, Professorial interviews etc.

Support in mentoring, planning and prioritising the work of the HR Operational Services Apprentice.

### ***Record Keeping***

Maintain to a high standard, accurate and auditable employee and recruitment records ensuring the effective operation of the HR Department by following agreed processes/procedures.

Update staff records and documents on the HR Information System, ResourceLink, ensuring computerised record areas are accurately maintained to a high standard to enable the effective operation of the HR Department and that agreed processes/procedures are followed.

Fully utilise ResourceLink in order that accurate management information can be provided.

Assist with the audit, checking and amendment of error reports on a monthly basis. Proactively investigate improvements to systems and outstanding information.

### ***Budget Monitoring for area***

Provide administrative support for an agreed element of the HR Department budget, using the University's finance system (currently Tech 1) and regularly monitor and report on spending against budget.

Assist with stationery ordering and housekeeping of stationery/documentation storage areas.

### ***Departmental and University wide support***

Work closely with other members of immediate Operational Services team, Operational Services Team Leader, Operational Services Manager and HR Operations Team to ensure a consistent approach to working methods. Day to day contact with other members of the wider HR department.

Awareness and ability to support colleagues within the administration team and wider HR team, especially during peak periods.

Participate in University events/activities as and when required e.g. clearing, graduation.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

### **ADDITIONAL INFORMATION**

#### **Scope and dimensions of the role**

The post holder will be able to work under their own initiative as well as part of a dedicated team. The post holder will be able to demonstrate a methodical approach to ensuring accuracy. The post requires high levels of confidentiality and sensitivity. The post holder will provide an initial point of contact for HR related queries working within clearly established guidelines and procedures but exercising appropriate judgement and initiative.

#### **Key working relationships/networks**

<b>Internal</b>	<b>External</b>
Members of the HR Department University staff at all levels – Academic and Professional support departments Recruiting Managers and their support Finance ICT College Finance Clerks	Candidates and visitors to the department Suppliers Advertising/Recruitment Agencies Occupational Health Provider External recruitment panel members Other HEI's

**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

<b>JOB TITLE</b>	HR Administrator (HR Assistant)	<b>JOB NUMBER</b>	HR1107
<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>	
<b>Qualifications:</b>			
Educated to A Level or equivalent	E	A	
Relevant IT qualifications e.g. ECDL or equivalent	D	A	
HR related qualification e.g. CIPD Certificate or Diploma	D	A	
<b>Experience:</b>			
Experience of working in an administrative role in a large / complex organisation	E	A/I	
Working under pressure with a complex workload	E	A/I	
Data entry / retrieval in systems / databases	E	A/I	
Working to deadlines whilst undertaking a broad range of tasks	E	A/I	
Experience of working in an HR function	D	A/I	
Process improvement experience	D	A/I	
<b>Skills and Knowledge:</b>			
High level of written and oral communication skills	E	A/I	
Excellent customer service skills	E	A/I	
Confident with a range of Microsoft Office applications e.g. Word (including mail merge), Outlook, Excel	E	A	
Able to build effective working relationships with a wide range of people	E	A/I	
Knowledge of financial management systems	D	A/I	
Knowledge of HR databases	D	A/I	
Knowledge of eRecruitment systems	D	A/I	
Understanding of Higher Education sector	D	A/I	
<b>Competencies and Personal Attributes:</b>			
Attention to detail	E	A/I	
Recognises the need for confidentiality	E	A/I	
Able to prioritise own workload	E	A/I	
Organised, professional and methodical	E	A/I	
Team player but able to work on own initiative	E	A/I	
Enthusiasm	E	I	
Flexibility	E	A/I	
Resilient and able to remain calm under pressure	E	I	
Solutions focused	E	A/I	
<b>Business Requirements:</b>			
Flexible hours to accommodate occasional evening and weekend work	E	A/I	

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	EH	<b>HRBA</b>	HA
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