

HR Business Partner

Basic information

Band: D

Job family: Organisational Development

Terms: Permanent

Location: Cheltenham

Reports to: Head of HR

Team: Organisational Development

Business unit:

People, Governance, and Performance



Role purpose:

To proactively support business operations by providing generalist HR advice, guidance and support covering the full employment lifecycle, ensuring high standards are adopted in all elements of HR practice at all times. To work in a Business Partnering model and have responsibility for HR support at both the operational and strategic levels to allocated business units.

Key duties and responsibilities:

- To work as a Business Partner to the allocated customer business units, building effective relationships, networks, and full knowledge of the business units. Becoming a trusted partner and gaining presence at business unit management meetings.
- Be visible for the customers, working proactively and physically within their locations.
- Working with the HR Operations & Change Team to develop a suite of intelligence reports for the business units, and work with the customers proactively to address any issues.
- To provide advice, guidance, and support to line managers and staff in respect of complex HR issues which require HR escalation. Issues are likely to include disciplinary, grievance, performance management, absence, restructure, redundancy, and dismissal.
- To coach line managers in the implementation of HR policies and procedures, providing specific advice and guidance on individual cases as required, particularly those which may be litigious.

- To work closely with line managers to develop people plans, which consider immediate and long-term capability requirements.
- To advise on pay, promotion, benefits, and other remuneration issues, in keeping with the UCAS Total Reward framework.
- To work with the Recruitment, L&D teams, and Internal Comms to bring in specialist knowledge for your customers where required.
- Initiate policy review generated by statute to ensure policies are drafted or basic amendments to policy are made in line with the revised statutory requirements. Working with the HR Operations & Change Team to ensure all updates are captured and reflected through the suite of documentation, including the Managers' Handbook.
- To work across the business to develop management capability in respect of HR process and practice. This may include the design and delivery of learning and development initiatives and supporting materials.
- To work with the HR Administrator when support is required to deliver for the business units.
- Coaching and guiding the HR Administrator to provide effective support.
- Utilising the HR Administrator as administration support.
- To work closely with the other members of the OD Team to support the roll-out of organisation development initiatives, and to manage/support these.
- To lead/support HR project work, as required.

Accountabilities:

Primary customers/stakeholders:

- Internal: Executive, line managers, employees, staff consultation group.
- External: Occupational Health, Personal Group, and other providers.

Financial authorities:

- None.

Non-financial authorities:

- Authority to give HR advice regarding recruitment and selection, induction, performance management, absence, pay, benefits, and employee relations in line with policy, legislation, and best practice.
- Authority to represent the OD unit when working in project groups/working parties.
- Authority to revise and update HR policy documentation, subject to due consultation and communication.

Person specification:

- CIPD qualified or part-qualified is ideal, but not essential.
- A driven individual with an eagerness to learn and looking to take the next step in their HR career.
- Proven experience of working in a HR advisory/generalist role.
- Strong influencing and communication skills.
- Pragmatic approach to dealing with difficult situations.
- Able to work at pace, whilst maintaining appropriate attention to detail and standards.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.