

HR Operations Partner

Basic information

Band: D

Job family: Organisational Development

Terms: Fixed term contract

Location: Cheltenham

Reports to: HR Operations and Change Manager

Team: OD

Business unit: People, Governance & Performance



Role purpose:

To proactively support business operations by ensuring high quality HR data is maintained and produced for reporting and monitoring purposes. Working closely with the HR Operations and Change Manager to deliver efficiencies through the HR system.

Key duties and responsibilities:

- To work as a HR Operations Partner to all the customer business units, building effective relationships, networks, and full knowledge of the business units. Becoming a trusted resource for data and process knowledge.
- Being the main 'super user' for Select, and the point of contact with Access. Working to ensure the system remains fit for purpose, and supporting new module roll-out and opportunities for system enhancement, etc.
- Be visible for the customers, and be the 'go to' person for HR data and operational improvement advice.

- To work closely with line managers and other key Select users to develop their knowledge and use of HR Select and proactively engage with them on new processes and new products released within the HR Select umbrella.
- To work with the Recruitment team to ensure a smooth interaction and delivery of the e-recruitment module and ongoing usage.
- Conduct annual policy reviews to ensure they are fit for purpose, widely communicated and line managers (through the HR business partners and L&D) are educated on them. Conducting workshops where necessary, and giving one-to-one guidance where required.
- To proactively incorporate any changes to employment legislation in any relevant documentation, and manage the implementation process accordingly with the help of the HR business partners. Ensuring the managers handbook is updated and relevant.
- Consistently engaging with our customers, making sure we are delivering what they require and making suggested changes where applicable.
- Responsible for the overall business dashboard report, analysing the data, highlighting key areas and trends for discussion, working with the business partners to create this.
- To work across the business to develop management capability in respect of HR processes. This will involve producing communications, running workshops, and getting customer feedback.
- To provide second-line support on HR Select queries, engaging with Access to ensure a smooth operation, and that bug fixes and developments are done in a timely and considered manner. To also provide assistance to keep the AskOD mailbox within SLA.
- To provide support and coaching to the HR admin resource when required.
- To monitor our SLA and KPIs to ensure we are providing the best service possible.
- To assist in delivery of change from strategy to implementation.
- To deputise for the HR Operations and Change Manager when required, including meetings.

Accountabilities:

Financial:

- None.

Non-financial:

- Authority to give HR advice regarding recruitment and selection, induction, performance management, absence, pay and benefits and employee relations in line with policy, legislation, and best practice, when required.
- 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.

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.