1. Job Details

Job title: HR Manager (Support Groups)
School/Support Department: Human Resources
Line manager: Director of HR

2. Job Purpose

To lead and manage a team responsible for the provision of a comprehensive HR service to the three Support Groups (SGs), aligned to the achievement of SG strategic goals and objectives. As a member of the University’s Senior HR team play a key role in the development of HR policy and strategy on a University wide basis.

3. Main Responsibilities

1. Lead, manage and develop a team of professional and administrative HR staff responsible for providing a pro-active HR advice and administration service to all managers and staff in the SGs

   Approx. % of time: 25

2. Work with the three Heads of SG and other senior SG managers to ensure that the appropriate HR infrastructure is in place to facilitate the achievement of strategic and business objectives

   Approx. % of time: 5

3. Provide support and advice to Heads of SG, Directors of Support Departments and other senior managers on HR related issues and people implications of business decisions including advising on, and where appropriate, developing and implementing solutions in relation to change management, organisational structures, staff development, performance management and employee relations, including advice on individual cases where they are particularly complex/sensitive

   Approx. % of time: 25

4. Work with senior managers in the SGs to develop HR strategies and action plans in order to achieve business objectives

   Approx. % of time: 10

5. Represent the SGs views in discussions on HR issues at University level, ensuring that the needs of the SGs are taken into account in developing University wide policies and procedures and ensuring that centrally agreed HR policy and practice is implemented within the SGs

   Approx. % of time: 10

6. As a member of the University’s senior HR team play a key role in policy development and planning, development and delivery of major projects (e.g. Reward Modernisation) on a University-wide basis

   Approx. % of time: 25

4. Planning and Organising

Plan work priorities for the HR team over 12 to 24 month timeframe ensuring resources are available to deal with work arising from forthcoming changes in legislation and/or University wide projects as well as delivering HR projects and initiatives. Manage the provision of a
responsive high quality day to day operational HR support service. Plan and organise the provision of an HR service across 3 SGs and 26 Support Departments with over 2,500 staff. Contribute to the annual planning submission of three SGs.

5. Problem Solving
The job holder requires to solve complex problems affecting large groups of staff (e.g. in relation to organisational change) and individuals (e.g. contractual issues, grievances, ill health, discipline issues, performance issues etc). In identifying how to approach issues the post holder must take into account the business need, the legal context, the level of risk and the impact of a particular course of action on the parties involved and on the reputation of the University. In addition to technical knowledge, influencing and facilitation skills will generally be required in order to achieve agreement to the proposed solution among the parties involved. The job holder also contributes to the resolution of complex problems relating to the development of University policy (e.g. Fixed term contracts, Age Discrimination) in consultation with senior HR colleagues.

6. Decision Making
Line management decisions in relation to HR team: recruitment, management and development of staff, work prioritisation and allocation and decisions on expenditure of HR budget. Professional decisions on interpretation of University policy, how to approach particular pieces of casework or issues, when to seek legal advice, level of financial settlement to offer in severance cases. In the most complex/sensitive cases the post holder may seek advice from the HR Director but in the majority of cases the decision rests with the post holder.

7. Key Contacts/Relationships
Heads of Support Groups, Heads of Support Departments and other senior staff to 1) raise awareness of forthcoming HR issues likely to affect the SGs; 2) to develop a greater understanding of the wide range of different business activities in order to provide appropriately tailored solutions to people aspects of business issues (including giving advice on specific group and individual cases) 3) to ensure that an appropriate support infrastructure is in place to support the delivery of business objectives 4) to agree approaches for implementation of University/SG HR initiatives in individual departments. Members of Senior HR team (Corporate and Devolved) to “bounce ideas”, discuss cases to ensure consistency of approach and to contribute to development of University HR policy and Strategy. HR Director to provide feedback on activities/issues at SG level and to seek advice on sensitive/complex issues. The University’s legal advisers to seek advice/views on difficult HR issues.

8. Knowledge, Skills and Experience Needed for the Job
Professionally qualified in HR, degree level capability, substantial track record in HR which must have included at least 5 years in operational HR at middle/senior management level (advising, influencing, delivering HR solutions in partnership with the business). Strong influencing and interpersonal skills as the role relies on the post-holder’s personal and professional authority.

9. Dimensions
Provision of an HR service to three Support Groups, over 25 diverse support departments, c.2,5000 staff across three SGs. A salary budget of c.£270,000pa, HR budget of £470,000pa and overall responsibility for an HR team consisting of three HR Advisers, two Assistant HR Advisers, 2.6 Learning and Development Advisers, one Senior HR Assistant and 4.5 HR Assistants.

10. Job Context and any other relevant information
The post holder operates in a devolved HR structure reporting to the Director of HR. However, since a service is provided to the three SGs, there is a dotted line relationship with the three Heads of Group. Close working relationships have to be built and maintained with a large number of department heads across the SGs in order to establish and prioritise needs. Additionally, the post-holder directly manages two HR Advisers and one Assistant HR Adviser and has professional responsibility for the work of one other HR Adviser.