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| Job title | | HR Central Support Services Administrator | Job family and level | Administrative, Professional and Managerial Level 2 | |
| School/Department | | Human Resources | Location | King’s Meadow Campus | |
| Purpose of role This post is based within the Central Support Services (CSS) Team, which is part of a broad Employment Shared Service Team. The person appointed will be expected to provide high quality, timely and customer focused administrative support service for managers and staff within the HR Department.  This role is essential for the team to deliver an efficient and effective service to the Department and University. | | | | | |
|  | Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role) | | | | **% time**  **per year** |
| 1 | **Support the financial management of the Department to include:**   * Manage the central finance inbox in order to raise and process purchase orders, and GRN orders * Organise internal journal transfers * Reconciliation of purchase card transactions * Support the ordering of stationery and IT accessories and maintain stock control * Administer monthly tasks such as running reports and vouchers for the long service awards * Support the planning and booking of travel arrangements for members of the Department as required * Support IT equipment purchasing, movement, and liaison with DTS (ie laptops, monitors etc) * Responsible for updating finance trackers * Act as a point of contact in the Department for finance support, fielding financial queries and answering questions about the University’s financial policies and procedures from internal staff and external suppliers * Support the preparation of year-end reporting | | | | 65% |
| 2 | **General administrative support to include:**   * Arrange and confirm routine diary appointments, meetings (on-site and remote) for HR Department managers, involving senior level internal and external stakeholders, liaise with all academic Schools and professional services, provide logistical support for events. * Provide admin support to various departmental projects (for example union related, subscriptions and working groups). * Meetings/committee servicing, which typically involves setting dates, sending calendar appointments, agenda setting, some minute/note taking, following up actions, anticipating business, and disseminating information to attendees. * Support the delivery of inducting new starters and the leaver processes within the HR Department. * Draft and type correspondence on request. * Where required, collate and print/save meeting papers using O365. * Deal with enquiries in a professional manner, take messages/refer queries as appropriate; deal with any unforeseen problems and circumstances. * Support the maintenance of HR web sites, Teams/SharePoint sites and online forms * Organise and co-ordinate staff events (away days, celebration events etc) * Support Department Health & Safety activities and undertake the Department’s Display Screen Assessor role * Manage documents and confidential waste in an appropriate manner, eg shredding, filing, archiving and keeping certain information locked and safe * Raise Estates and IT works requests * Identify key department administrative needs and ensure these are met * Contribute to the upkeep and development of internal how to guides | | | | 35% |
| 3 | * Maintain confidentiality and discretion when managing issues in the Director’s office. * Provide support and cover for other team members as required during demanding workloads and absence as part of own personal development. Brief/train colleagues to provide back-up in own absence. * Contribute to regular team meetings and one-to-ones ensuring that own skills are aligned to team, department and University requirements * Prioritise own workload ensuring tasks are completed to agreed timescales, taking account of changing priorities * Any other duties appropriate to the grade and role. | | | | Embedded within all areas above |

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| Athena SWAN Silver Award logo | The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010. |

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| Person specification | | |
|  | **Essential** | **Desirable** |
| **Skills** | * Excellent customer service skills gained in a busy office environment. * Ability to communicate effectively at all levels * Meticulously organised with the ability to manage multiple customer requirements simultaneously * Proven IT skills including Office 365: MS Word, Excel, PowerPoint, Outlook, SharePoint/Teams, Planner * Self-motivated demonstrated through drive to meet challenging requirements * Approachable with the ability to build working relationships within the Department, University and external suppliers * Accuracy, reliability and willingness to learn new skills and procedures as required by changing University procedures and legislation * Ability to prioritise own workload ensuring tasks are completed to agreed timescales, taking account of changing priorities |  |
| **Knowledge and experience** | * Administrative experience * Experience of planning own work activities in response to deadlines * Experience of working independently to resolve internal and external queries and to provide and maintain a high level of customer service whilst working to deadlines * Experience of handling confidential and sensitive information * Experience of diary management * Experience of managing a diverse workload, switching between tasks and concepts quickly and easily * Experience of producing high quality work in a demanding environment and to tight timescales | * Experience of providing administrative support to a busy HR function |
| **Qualifications, certification and training (relevant to role)** | * GCSEs in English and mathematics at Grades A-C/9-4 (or equivalent) |  |

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| Expectations and behaviours | |
| The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role: | |
| **Valuing people** | Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues. |
| **Taking ownership** | Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions. |
| **Forward thinking** | Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others. |
| **Professional pride** | Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team. |
| **Always inclusive** | Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic. |
| Key relationships with others | |