



Job title	HR Shared Services Assistant	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Human Resources	Location	Kings Meadow Campus

Purpose of role

The Shared Services Assistant will be responsible for responding to enquiries and admin requests from internal and external services users/customers.

This role ensures an efficient and effective HR service delivery across the university, contributing to a positive experience through accurate processing of all information linked to the employee life cycle.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Service delivery and personal effectiveness</p> <ul style="list-style-type: none"> ▪ Provide a responsive transactional HR service. ▪ Provide accurate guidance in line with policy and process. ▪ Maintain accurate records in HRIS. ▪ Correspondence is accurate and timely and stored in line with GDPR ▪ Prioritise own workload effectively in line with KPIs and service levels. ▪ Responsible for the audit of work within the SME area and implement appropriate corrective action. ▪ Be pro-active by sharing continuous improvement suggestions as part of daily routine and as a focus in the monthly team learning sessions. ▪ Ensure accurate data entry and that any changes processed meet the requirements of the University approval guidelines. ▪ Keep up to date with university policies and administrative processes. ▪ At all times Demonstrate the University of Nottingham core values, behaviours and expectations. 	20%
2	<p>Provide a customer focused administrative service to managers and colleagues</p> <ul style="list-style-type: none"> ▪ Always provide an excellent customer service, keeping in mind the service user experience. ▪ Serve as the first point of contact for HR-related enquiries from all service users. 	30%

	<ul style="list-style-type: none"> ▪ Handle customer communications via telephone, email, production of letters and occasional meetings. ▪ Using the Helpdesk resolve requests and queries in line with agreed KPIs and SLA ▪ Escalate customer problems or complaints where necessary in line with agreed KPIs and SLA (usually line manager or HR Professional). ▪ Always keep the customer informed of progress and manage expectations until their query is resolved. ▪ Signpost customers to relevant policies, procedures, and self-service options within HRIS. ▪ Demonstrate the University of Nottingham core values, behaviours, and expectations. 	
3	<p>Administer employee related processes</p> <ul style="list-style-type: none"> ▪ Ensure all HR activity is consistent with university policy and procedures and meets legal requirements. ▪ Deliver cyclical processes i.e. payroll and benefits processes accurately and in line with SLA ▪ Ensure effective communication with the services users (employee, broader HR Team and payroll function) . ▪ Process authority to fill requests (ATF) across the employee lifecycle. ▪ Issue new starter terms and conditions of employment and employee documentation e.g. changes to T&Cs, secondment and placement documentation, honorary contracts for employees where applicable using approved templates aligned to job families and benchmarked roles. ▪ Ensure staff personnel files are maintained and up to date with all filing/destruction in line with GDPR. ▪ Using effective reporting to manage and monitor HR data where required e.g., fixed term employee end dates,. ▪ Process advertising requests in line with KPIs and SLA using approved advert wording and in accordance with the agreed attraction plan, liaising with external providers as required. ▪ Provide administrative support for interview, recruitment and onboarding stages of the recruitment process ▪ Process casual worker assignment requests within agreed timeframes. ▪ Assist managers and staff in understanding the application and interpretation of HR policies and procedures through effective two-way communication. 	30%
4	<p>Teamworking and service improvements</p> <ul style="list-style-type: none"> ▪ Work across the employee cycle as requested to deliver the service in line with volume and capacity. ▪ Support the development of colleagues through knowledge sharing across different specialist areas of the team to deliver the CPD in line with the team skills matrix. ▪ Collaborate with the broader HR team and other university departments to deliver integrated HR services. ▪ Contribute to regular team meetings, 1:1 meetings and performance reviews, ensuring that own skills are aligned to team, department, and University goals. 	15%

	<ul style="list-style-type: none"> ▪ Demonstrate a continuous improvement approach using initiative and solutions-based style contributing to process improvements. ▪ Maintenance and development of all SOP documentation e.g., user guides, process maps ▪ Using quality circles highlight any record or errors in real time to the relevant employee in a timely manner using constructive feedback. Escalate to team leader where necessary. ▪ Demonstrate a collegiate approach during any interactions with immediate team members and broader HR Team 	
5	Any other duties appropriate to the role and level	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to deliver customer service in line with our SLA and KPIs ▪ Attention to detail when working to tight deadlines. ▪ Ability to plan and prioritise tasks. ▪ Continuous improvement approach to day-to-day work and problem solving for improvements. ▪ Able to work collaboratively as part of a team. ▪ Confident to work on own initiative. ▪ Good written and verbal communication skills. ▪ Competent in the use of Microsoft Office (Word, Excel, and Outlook) or a comparable IT package. 	<ul style="list-style-type: none"> ▪ Ability/aptitude with web-based business systems. ▪ Ability to provide constructive feedback ▪ Accustomed to a changing work environment.
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of working in a busy office environment in an administrative role. ▪ An understanding and appreciation of excellent customer service. 	<ul style="list-style-type: none"> ▪ Experience of working in a HR environment. ▪ Experience of handling confidential and sensitive information.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ GCSEs in English and mathematics (or equivalent) at Grades A-C/9-4. 	
Statutory, legal or special requirements		An understanding of Data Protection regulations.



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



