



<b>Job title</b>	Establishment Control Administrator	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Human Resources	<b>Location</b>	Jubilee Campus

### Purpose of role

To provide a responsive, customer focused service to our professional HR colleagues, line managers and employees across the university, that supports all HR administrative processes associated with the employee life cycle.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1.	<p><b>Provide a customer focused administrative service to managers and colleagues</b></p> <ul style="list-style-type: none"> <li>▪ Always provide an excellent service to customers, keeping in mind the service user experience.</li> <li>▪ Handle customer communications via HRIS, telephone, email, and meetings where required.</li> <li>▪ Take ownership of customer requests and queries to resolution, ensuring a responsive and helpful service is provided.</li> <li>▪ Escalate customer problems or complaints where necessary in a timely manner to an appropriate colleague (usually line manager in the absence of line manager other more senior HR colleague).</li> <li>▪ Always keep the customer informed of progress and manage expectations until their query is completed/resolved.</li> <li>▪ Signpost customers to relevant policies, procedures, and self-service options such as Unicore and guidance as appropriate.</li> <li>▪ Assist managers and staff in understanding the application and interpretation of HR policies and procedures through effective two-way communication.</li> </ul>	45%
2.	<p><b>Service delivery and personal effectiveness</b></p> <ul style="list-style-type: none"> <li>▪ Provide a responsive transactional HR service ensuring the HRIS is maintained accurately and changes made are in line with KPIs.</li> <li>▪ Prioritise own workload effectively to meet agreed performance and quality measures, taking personal responsibility to audit own work and implement appropriate corrective action when required.</li> <li>▪ Keep up to date with university policies and administrative processes.</li> <li>▪ Be pro-active and contribute to service and process improvements.</li> </ul>	25%

	Champion University of Nottingham core values, behaviours and expectations through the consistent application of university policy and processes.	
3.	<p><b>Administer establishment control related processes</b></p> <ul style="list-style-type: none"> <li>▪ Ensure all relevant approvals are in place prior to administration of any changes, additions or removals to the establishment structure in the HRIS</li> <li>▪ Administer the lifecycle of positions within the HRIS <ul style="list-style-type: none"> <li>○ Creation of new positions</li> <li>○ Amendments</li> <li>○ Ending positions</li> </ul> </li> <li>▪ Ensure accurate costing applied for amendments to existing positions requiring a change and any new positions created</li> <li>▪ Work collaboratively with product team, HRBPs, Finance BPs and App support during any restructuring projects</li> <li>▪ Ensuring detailed thinking is undertaken to the impact of proposed changes during any restructuring including linked to areas of responsibilities <ul style="list-style-type: none"> <li>○ Budgetary approvers</li> <li>○ Finance</li> <li>○ R&amp;I approver</li> <li>○ Senior Establishment control</li> <li>○ Line management</li> </ul> </li> </ul>	25%
4.	<b>Any other duties appropriate to the grade and role as required</b>	5%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to define priorities and work flexibly and effectively under pressure to meet deadlines and competing priorities.</li> <li>▪ Ability to work independently to resolve internal and external queries and to provide and maintain a high level of customer services whilst working to deadlines.</li> <li>▪ Ability to work with others to design and implement new processes and procedures to improve efficiency of workflow.</li> <li>▪ Ability to manage changes in the systems/processes.</li> <li>▪ Ability to work collaboratively and influence colleagues across the broader HR Team.</li> <li>▪ Excellent oral and written communication skills</li> <li>▪ Ability to use all main Microsoft applications, word, excel and PowerPoint</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate advanced level use of excel (V look ups, pivot tables etc.)</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working accurately and to tight conflicting deadlines.</li> <li>▪ Experience of defining their own priorities.</li> <li>▪ Experience of improving and, or developing operational process contributing to continuous improvement</li> <li>▪ Experience of communicating effectively with staff and working collaboratively</li> <li>▪ Up to date knowledge of current and upcoming changes to employment law</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in a HR function</li> <li>▪ Experience of working with HR Information Systems</li> <li>▪ Experience of working within the Higher Education sector</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Minimum of 5 GCES A-C including Math and English.</li> <li>▪ Experience of working in a relevant role or working in a customer service role.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Part qualified – Chartered Institute of Personnel and Development or studying towards (Level 3, 5 or 7)</li> </ul>



## 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



