



<b>Job title</b>	HR Shared Services Assistant (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 deliver a high-quality, customer-focused administrative service across multiple HR workstreams, including Organisation Development (OD), Occupational Health (OH), Equality, Diversity and Inclusion (EDI), and HR Finance.

The role acts as a key coordination point within HR Employment Services, supporting operational delivery through effective diary management, event and meeting coordination, financial administration, and stakeholder communication. The post holder will take ownership of processes, prioritise competing demands, and ensure the efficient and professional delivery of HR services to internal and external stakeholders.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>HR Coordination &amp; Administrative Support</b></p> <ul style="list-style-type: none"> <li>• Provide comprehensive administrative support across OD, OH and EDI workstreams, ensuring activities are delivered efficiently and to agreed standards</li> <li>• Coordinate meetings, events and training sessions, including room bookings, logistics, catering, equipment, and attendee communications</li> <li>• Prepare and distribute agendas, reports and supporting documentation within agreed timescales</li> <li>• Attend meetings to take accurate minutes, track actions, and follow up to ensure completion</li> <li>• Maintain accurate records, filing systems and document management processes in line with GDPR and University requirements</li> <li>• Update and manage SharePoint sites and online resources, ensuring content is accurate and accessible</li> <li>• Support the collection, analysis and reporting of HR data and activity metrics</li> <li>• Manage shared HR mailboxes, responding to queries, resolving issues and escalating where appropriate</li> <li>• Maintain Occupational Health records, logs and document retention processes in line with agreed procedures</li> </ul>	50%
2	<b>Financial Administration</b>	25%

	<ul style="list-style-type: none"> <li>• Administer HR financial processes in line with University policies and procedures using UniCore (or equivalent systems)</li> <li>• Raise requisitions, purchase orders and process invoices, ensuring accuracy, appropriate approvals, and timely completion</li> <li>• Monitor and respond to queries via the HR finance mailbox, providing guidance to staff and external suppliers</li> <li>• Reconcile purchase card transactions on a monthly basis, ensuring compliance and audit readiness</li> <li>• Maintain finance trackers and records, ensuring data integrity and up-to-date reporting</li> <li>• Support budget monitoring and year-end financial processes</li> <li>• Liaise with Finance teams and suppliers to resolve discrepancies and ensure smooth financial operations</li> </ul>	
3	<p><b>Service Delivery &amp; Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Plan and prioritise workload to meet deadlines and service standards across multiple competing demands</li> <li>• Take ownership of customer queries through to resolution, ensuring a responsive, professional and high-quality service</li> <li>• Exercise judgement in resolving routine issues and identify when escalation is required</li> <li>• Contribute to the development and improvement of administrative processes, user guides and process documentation</li> <li>• Maintain up-to-date knowledge of HR policies, systems and procedures</li> <li>• Identify opportunities to improve efficiency, consistency and the overall customer experience</li> </ul>	15%
4	<p><b>Teamworking &amp; Cross-Team Support</b></p> <ul style="list-style-type: none"> <li>• Work collaboratively with colleagues across HR Shared Services and the wider University to support service delivery</li> <li>• Provide flexible administrative support during periods of high demand, including assisting with HR transactions, contract processing and data entry</li> <li>• Contribute to team meetings, 1:1s and performance reviews, supporting continuous development and team effectiveness</li> <li>• Build and maintain effective working relationships with HR colleagues, Finance teams and stakeholders across the University</li> <li>• Actively demonstrate University values and behaviours in all interactions</li> </ul>	10%
5	<b>Any other duties appropriate to the role and level</b>	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Strong written and verbal communication skills</li> <li>▪ Proficient in Microsoft Office (Word, Excel, Outlook, Teams, SharePoint) or equivalent systems</li> <li>▪ Excellent organisational and prioritisation skills, with the ability to manage multiple tasks and deadlines</li> <li>▪ Ability to manage and coordinate diaries and activities involving multiple stakeholders</li> <li>▪ High level of accuracy and attention to detail</li> <li>▪ Strong customer service skills with a proactive and solution-focused approach</li> <li>▪ Ability to work independently and as part of a team</li> <li>▪ Problem-solving skills with the ability to use judgement and escalate where appropriate</li> <li>▪ Adaptable and responsive to changing priorities and demands</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of using web-based business systems or HR platforms</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in an administrative role, including diary management and coordination of meetings or events</li> <li>▪ Experience of financial administration, including purchase orders, invoicing and reconciliations</li> <li>▪ Experience of working in a customer-focused environment</li> <li>▪ Experience of managing competing priorities with minimal supervision</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working in HR or a Higher Education environment</li> <li>▪ Experience handling confidential and sensitive information</li> <li>▪ Experience with finance systems such as UniCore or similar ERP systems</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ GCSEs in English and mathematics (or equivalent) at Grades A-C/9-4</li> </ul>	
<b>Statutory, legal or special requirements</b>	<ul style="list-style-type: none"> <li>▪ Awareness of Data Protection Regulations (GDPR) and handling confidential information</li> </ul>	



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.

## 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



