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JOB DESCRIPTION	
Job title: ASKHR Team Leader	**Accountable to**: Associate Director of HR (HR Services)
Contract length: Permanent	**Hours per week**: 28 **Weeks per year**: 52
Salary: £37,265 - £44,708 (pro rata) per annum	**Grade**: 5
Service: Operational External Affairs/HR	**Location**: High Holborn

What is the purpose of the role?

The ASKHR service was implemented in March 2017 to provide first level advice and guidance on HR topics for employees across UAL.

The key purpose of the role is to manage and continuously improve the University's HR Departments' customer relations service (known as ASKHR) with all internal and external users and be a first point of contact for the HR Operations team working on the ASKHR Service.

The post holder will work closely with the HR Operations and wider HR teams (Systems, Payroll, Pensions etc.) to understand organisational contexts and to identify changing patterns of need and service requirements.

The ASKHR team leader will also support the overall Customer Services Excellence (CSE) project by working closely with the CSE Champions and project lead.

Duties and Responsibilities

- Manage the ASKHR approach across the HR Department providing a fully functional ASKHR service.
- Work closely with the HR Operations Manager to ensure that the appropriate HR Operations resources are made available to support the ASKHR service.
- Liaise with the Systems, Payroll and Pension teams to review the ways of working amongst the wider HR department.
  Continuously promote and develop ASKHR customer oriented/service standards with clear standards for the delivery of services (SLAs where appropriate).
- Monitor the ASKHR service desk environment and identify improvements and development, demonstrating an analytical approach to problem solving.
- Take responsibility for ensuring consistency and timeliness of response from the service delivered by ASKHR.
- Actively engage in the continuous improvement of the HR Services Team by using metrics to identify key trends in work volumes, time to complete and data accuracy.
- Manage, create and maintain the weekly and monthly Management Information (MI) statistics and distribute to the wider HR department for review.
- Continuously responsible for ensuring consistency and timeliness of response from the service delivered by ASKHR.
- Escalate any areas identified for improvement following feedback or issues that may have a business impact with recommendations for resolution.
- Maintain the ASKHR (UAL Intranet) page and continuously review and update all content Inc. FAQs and additional resources.
- Act as escalation point for the HR Advisers, assisting with query resolution and case managing complex calls and queries (when required).
- Identify and put in place appropriate measures to ensure the service is reviewed and maintained internally and with the University Colleges and Departments.

- Liaise with the HR Operations and People Strategy Managers to improve the knowledge on the ASKHR Service desk and maintain the ASKHR Knowledgebase / FAQs which ensure that queries are escalated appropriately for resolution.
- Facilitate or deliver ASKHR training and briefing as required and to promote Customer Services Excellence.
- Participate in the development of the University's HR Service, undertaking continuous personal and professional development and support the development of colleagues.

General

- Assume other reasonable duties consistent with your role, as determined, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Managers and other staff, and external partners, suppliers etc. with whom regular contact is required will include:

- Individual employees
- Colleagues within the HR Team (Inc. HR Operations)
- Managers
- External and internal partners including trade unions
- Director(s) of College Administration

Specific Management Responsibilities

Budgets: None
Staff: Shared task leadership / matrix management responsibility within HR Operations.
Other (e.g. accommodation; equipment): N/A

Last updated: May 2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Educated to degree level.
	Sound knowledge of HR practices with experience of practical implementation and interpretation.
	Detailed understanding of customer service management and systems.
	The ability to conduct diagnosis, analyse findings, generate options and build commitment to solutions.
Relevant Experience	Previous experience of working within an HR Operations, 'Shared Services' or Helpdesk environment.
	Experience of implementing a HR Helpdesk solution.
	Experience of continuous improvement strategies for efficiency and innovation.
	Experience of HR process review and implementation.
	Experience of working on a HR Transformation project or Change Management activity.
	Ability to create reports, statistical analysis and information to Management.
	Experience of using Microsoft Office Excel to analyse and create MI.
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way.
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance.
	Able to identify areas for improvement and to gain buy in from the team to new ways of working.
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives.

Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.

Comfortable with periods of ambiguity and working in an environment going through change and/or a transition period. |
| Creativity, Innovation and Problem Solving | Suggests practical solutions to new or unique problems. |

The application form sets out a number of competence questions related to these selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

Last updated: May 2018