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JOB DESCRIPTION		
Job Title: Associate Director of HR (HR Services & Resourcing)		Accountable to: HR Director
Contract Length: Permanent	Hours per week/FTE: 37	Weeks per year: 52
Salary: Competitive		Grade: Individual Contract
College/Service: Operations and External Affairs / HR		Location: Any UAL London Location
Purpose of Role: <p>As a strategic leader, the Associate Director of HR (HR Services & Resourcing) will lead, inspire, coach and manage the HR Services team, and set (with the HR Director) the overall direction for the HR Services hub. The purpose of the role is to create and deliver an excellent and trusted core HR service; successfully developing and delivering a transformational service to staff and management teams across the University.</p> <p>The post holder will provide leadership to a large HR Services team to deliver a customer-focussed service that enables HR to deliver our vision, the People Strategy and meet the University's ambitions.</p> <p>Working effectively with the HR Senior Management Team, the post holder will be required to work closely with the Business Partnering hub and People Strategy hub, ensuring the overall HR service is consistent, whilst recognising the uniqueness of individual Colleges and Service areas. The post holder will play an essential role in ensuring that managers, staff and other key stakeholders are provided with excellent customer service in the areas of:</p> <ul style="list-style-type: none">• HR Operations• Resourcing & On-boarding• HR Management Information & Systems• Payroll & Pensions <p>As a member of the HR Senior Management Team, the post holder will also support the leadership and management of the people management agenda within the HR Department and across the University. Ensuring they are proactive, willing to drive improvements, challenging behaviours and providing a professional consultancy service on all HR related issues and activities.</p>		
Duties and Responsibilities: <p>To work on the design of the HR Services strategy ensuring processes and service delivery are customer focussed, simple, effective, efficient and will add value.</p> <p>To determine the future systems and process design thinking of operational HR, recommending and implementing improvements.</p> <p>To drive innovation and continuous improvement through detailed monitoring of service levels.</p> <p>To ensure a strategic approach is taken to the recruitment and attraction of candidates, minimising recruitment costs and ensuring candidate attraction, recruitment and selection activities are integrated with other HR initiatives, specifically aligning all attraction methods with the People Strategy hub that will support the continued engagement of talent.</p> <p>To champion equality, diversity and inclusion in recruitment and selection methods ensuring the team</p>		

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provide professional guidance and encourage the use of psychometric and other objective assessment tools to deliver objectivity, consistency, and high quality in the recruitment and selection processes.

To ensure the delivery of an excellent candidate experience by making sure appropriate guidance documents, tools and training are in place for recruiting managers.

To lead projects pivotal to ensuring the University is an 'Employer of Choice'.

To ensure effective safeguarding processes and advice are in place regarding UKVI and DBS requirements and that there is monitoring of performance in these areas with particular regard to UKVI, QAA and OFSTED audit requirements.

To develop and monitor the use of KPIs / metrics and reports as a means of monitoring service delivery, performance and data quality.

To identify opportunities for performance improvement through the provision of up to date KPI information ensuring compliance with all legal requirements.

To deliver HR Systems strategy that is fit for purpose and integrated with University systems and protocols, working in partnership with the Business Partnering hub and People Strategy hub, as required.

To ensure a strategic approach is taken to delivering a Payroll & Pensions service taking account of changes in the external environment, and that these services continue to develop and improve.

To develop and build capability and capacity of all HR Services staff in the delivery of outstanding customer services, appropriately mapping out career paths to support HR staff engagement.

To ensure audit recommendations are taken forward and the procurement of services meets UAL and external requirements.

To work within the University's policies and in particular:

- role model leadership behaviours and when needed effectively challenge colleagues
- 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
- conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations
- ensuring long term financial sustainability for the HR Department and wider University

To participate in the development of the University's HR Service, to undertake continuous personal and professional development and to support the development of colleagues.

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Key Working Relationships: Managers and other staff, external partners, suppliers etc; with whom regular contact is required will include:

- Vice Chancellor
- Deputy Vice Chancellors
- Pro-Vice Chancellors
- Head(s) / Director(s) of Service
- Director(s) of College Administration
- HR Business Partners
- Director(s) of Change Management
- Deans
- Managers
- Colleagues within the HR Team
- External and internal partners

Specific Management Responsibilities

Budgets: TBC

Staff:

Management responsibility for circa 25 staff in the HR Services & Resourcing hub
Leadership across the HR Department

Other (e.g. accommodation; equipment): N/A

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Person Specification

Job Title: Associate Director of HR (HR Services)	Accountable to: HR Director
Specialist Knowledge/Qualifications	<p>CIPD qualified (MCIPD)</p> <p>Knowledge of contemporary approaches to:</p> <ul style="list-style-type: none">• HR Operations Leadership• Strategic Resourcing & On-Boarding• HR Management Information Systems• Payroll & Pensions <p>Good understanding of the benefits and uses of HR management information to drive continuous improvement.</p>
Relevant Experience	<p>Substantial experience of effectively leading a large HR team in a complex organisation</p> <p>Experience of strategic resource planning approaches that link to talent management, and retention improvements</p> <p>Experience of leading, delivering and implementing change effectively</p> <p>Experience of union negotiations</p>
Communication Skills	<p>Effective oral and written communication skills; and ability to adapt the message for a diverse audience in an inclusive and accessible way</p>
Planning and managing resources	<p>Plans, prioritises and manages resources effectively to achieve long term objectives</p> <p>Strong planning and organisation skills - with an ability to appropriately re-prioritise and change as required</p> <p>Highly developed analytical skills and ability to present analysis to senior leadership</p>
Teamwork	<p>Demonstrates successful leadership abilities</p> <p>Able to create collaboration in and between diverse teams and professional groups</p>
Student experience or customer service	

	<p>Builds and maintains positive relationships with colleagues</p> <p>Has a detailed understanding of the impact of their work, and the work of their client groups, on the student experience</p>
Creativity, Innovation and Problem Solving	<p>Always takes a problem solving approach to business issues</p> <p>Solutions orientated mindset with the ability to work at pace and cope with ambiguity</p>

Last updated: December 2018