JOB TITLE: HR COORDINATOR AND PA TO HR DIRECTOR

REPORTS TO: SENIOR HR COORDINATOR

Background

The Human Resources (HR) department is responsible for the full range of HR functions for all staff at Cambridge Judge Business School (CJBS) and Judge Business School Executive Education Ltd (JBSEEL), including:

- organisational structure
- recruitment and retention
- pay and grading
- training and development
- employment relations
- performance management.

The HR Coordinator will partner with the other members of the HR team to fulfil these functions, with specific responsibilities for the full recruitment process for new and vacant positions for all staff from pre-advertisement planning, placing adverts and marketing roles, conducting shortlisting and interviews, and onboarding new starters. The HR Coordinator will work closely with line managers and employees, building strong working relationships and providing counsel and advice on various HR policies and procedures.

The role holder is one of the first points of contact for all members of staff and many external stakeholders and must therefore represent the Business School in a professional, positive, and efficient manner. They will need to have considerable knowledge and experience in hiring, recruitment, employment law and HR best practice as well as the ability to build trust with hiring managers, prospective candidates and staff members. In addition, a high degree of confidentiality, autonomy and initiative is critical.

The role

Reporting to the Senior HR Coordinator and partnering with the other HR team members, the HR Coordinator is responsible for providing a seamless and professional HR service to Cambridge Judge Business School. This includes recruitment, training and development, extensive advisory and administrative support to staff and managers, and undertaking specific projects. They are responsible for providing advice to managers and staff on employee relations matters in line with the University's policies and procedures. The postholder also provides extensive support to the HR Director and Directory for Programmes & Research.
Main responsibilities

Providing a responsive and high-quality HR advisory service for all staff and faculty, ensuring Cambridge Judge Business School always operates within employment law and best practices.

Recruitment and grading

- Manage all aspects and levels of Assistant, Academic-related, and Research staff recruitment for the department. Review departmental recruitment requirements against current and future vacancies.
- Advise managers on recruitment best practices and act as a key part of the decision-making process.
- Prepare for recruitment: manage the approval process with the Finance team and align the role with the departmental budget, draft relevant documents such as role profiles, strategic justifications and other documentation as required, to obtain permission to recruit.
- Plan and action the recruitment campaign alongside the recruiting manager, advising managers on suitable avenues for advertising, including obtaining quotes where appropriate.
- Manage the interview process; attend interviews and act as a key member of the interview panel, make offers to preferred candidates and negotiate salary and conditions.
- Work with managers and staff to produce role profiles and cases for regrading, liaise with the central HR Grading team to follow up, and then work on appeal cases if required.
- Manage temporary recruitment and process temporary worker requests.

Onboarding and induction

- Complete work permit applications as required, including managing Certificate of Sponsorship (CoS) application paperwork.
- Organise induction programmes for all new starters and temporary workers, including meetings with relevant departments eg Head of Department, Research Manager, IT, etc.
- Conduct a substantial HR induction on the first day for all new Assistant, Academic-related, and Research staff.
- Manage orientation process and act as the first point of contact for probation issues, providing advice and escalating when necessary.

Employee relations

- Provide advice to individuals and managers on HR policy and employee relation issues such as staff welfare, disciplinary/grievance, terms and conditions of employment (eg benefits, annual leave, family leave, sickness entitlement, etc), referring staff to the central University HR team if necessary.
- Make recommendations to line managers regarding issues such as poor performance, high levels of sickness absence and inappropriate behaviour. Escalate issues to HR Advisors/Managers if/when appropriate.
- Provide pastoral care to staff as required. Signpost staff to Occupational Health, counselling services, or relevant personal and professional development (PPD) courses as appropriate.
Training and development

- Organise appropriate training events for staff, including overseeing Cambridge Judge 101 training sessions.
- Meet with managers to identify training needs and advise on appropriate training for their team.
- Identify new training initiatives for the benefit of the staff and the Business School within the constraints of the training budget.
- Co-ordinate the internal job swap/secondment process: collate applications, and monitor the effectiveness of job swaps/secondments.
- Advise and train staff on the use of the University Payment System (UPS).

Payroll

- Manage the payroll process for all new joiners and leavers ensuring all relevant documents and CHRIS forms are completed accurately and in time for payroll deadlines.
- Ensure the Compliance team receive copies of new joiner work permits for their records.
- Liaise with University Payroll regarding contractual changes, extensions, queries, or staff absences affecting pay.

Projects

- Participate in, and in some cases lead on, HR-related projects that support the implementation of change programmes across the Department in pursuit of its strategic aims and objectives.
- Evaluate current projects and identify new projects which will add value to the Business School’s HR offering.

Budget management

- Process invoices and maintain accurate records of expenditure generally and for temporary employees through TES.
- Authorise expenditure and process new suppliers to add to the internal finance system.
- Manage the Social Committee budget.

Committee preparation and support

- Support committees such as Senior Academic Promotions, Selection Committee, Advisory Committee on Probation, Social Committee, Health and Safety committee, Silver team committee, and others as when necessary.

PA duties

- Manage the HR Director’s complex diary, set up sensitive meetings with internal and external stakeholders, prepare paperwork for meetings, plan and manage the overall working day to ensure an appropriate balance of meetings and manage meeting follow-up activity.
- Read papers from committees and key meetings, prepare briefing notes, attend committee meetings, prepare agendas, take minutes, circulate actions, and identify follow-up actions.
- The role responsibilities also include working on projects and generally supporting the HR Director, undertaking such tasks as may reasonably be expected within the scope and grading of the post.
- Support the Director of Programmes & Research with ad hoc administration including preparing papers for committees, setting up meetings, attending committee meetings, producing minutes, following up on actions and correspondence; administrative assistance with anything else the Director of Programmes & Research may consider acceptable.

The person

The ideal candidate should have the following qualities, skills and attributes. You are asked to demonstrate how your own experience meets these requirements in the ‘suitability for the role’ section of the online application form.

- Substantial experience working in an HR role in a busy department (preferably in an academic environment).
- Knowledge of employment law and principles of best practice HR.
- Knowledge of HR policies and procedures.
- Experience in managing complex diaries.
- Excellent organisational skills.
- Demonstratable advanced knowledge of HR administration/coordination involving a critical understanding of relevant theory and/or principles.
- Strong IT skills including Word, Excel, PowerPoint and Outlook.
- Ability to empathise with staff and use tact, discretion and diplomacy.
- Ability to communicate clearly and effectively with a broad range of stakeholders, both verbally and in writing.
- Ability to prioritise workload to meet multiple deadlines, and forward plan and manage several tasks effectively at the same time.
- The ability to work independently with little supervision.
- Excellent accuracy and attention to detail, and the ability to maintain this under pressure.
- Experience in working effectively as part of a team.
- First-class administrative and organisational skills.
- Minute-taking skills.
- Proactive and the ability to use initiative.
- The role holder has access to staff personnel records and information regarding sensitive issues and therefore confidentiality is essential.
- Educated to HND, HNC, level 4/5 vocational qualifications or equivalent level of practical experience
- In a possession of, or working towards a CIPD qualification is preferred, however, CJBS would be able to provide support to those not already qualified.

To enable the post holder to keep up-to-date with current practices and regulations and to enable skills to be developed, continuous professional development will be provided by a range of University-provided training courses.
Benefits

This is a full-time position working 36.5 hours per week. Holiday entitlement is 28 days per annum plus eight days of public holidays. There will be a six-month probationary period. The salary will be in the range of £27,929-£32,348 per annum.

The full incremental salary range for the position is advertised in order to demonstrate the progression for the Grade. In the majority of cases appointments will be made at the Grade minimum; only in very specific exceptional circumstances can a higher salary be offered.

The University of Cambridge comprises more than 150 departments, faculties, schools and other institutions, plus a central administration and 31 independent and autonomous Colleges. It is one of the world’s oldest and most successful universities, with an outstanding reputation for academic achievement and research.

With excellent benefits, extensive learning opportunities and a stimulating and attractive environment, the University of Cambridge is a great place to work. Our employees are eligible for a wide range of competitive benefits and services. We give them access to numerous discounts on shopping, health care, financial services and public transport. We also offer final salary pensions and tax-efficient bicycle and car lease schemes.

We have two nurseries and a holiday play scheme to help support those with childcare responsibilities and we offer various types of family-friendly leave to aid employees’ work-life balance. In addition we operate a number of initiatives to promote career development, health and well-being.

Further details can be found at www.admin.cam.ac.uk/offices/hr/staff/benefits. There is also a range of information about living and working in Cambridge at www.jobs.cam.ac.uk.

Application arrangements

To submit an application for this vacancy, please search for this position on the University’s Job Opportunities website at www.jobs.cam.ac.uk and click on the “Apply online” button at the bottom of the relevant job description. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.

The closing date for applications is 31 October 2022.

Applicants are required to provide details of two referees. These will not be contacted unless the applicant is shortlisted.

Equality of opportunity at the University

The University of Cambridge is committed to a proactive approach to equality, which supports and encourages all under-represented groups, promotes an inclusive culture and values diversity. Entry into employment with the University is determined by personal merit and by the application of criteria required for the post. No applicant for an appointment or member of staff will be treated less favourably than another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.
The University has various diversity networks which help it to progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, the University was ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2011.

Information if you have a disability

The University welcomes applications from individuals with disabilities and is committed to ensuring fair treatment throughout the recruitment process. Adjustments will be made, wherever reasonable to do so, to enable applicants to compete to the best of their ability and, if successful, to assist them during their employment.

We encourage applicants to declare their disabilities in order that any special arrangements, particularly for the selection process, can be accommodated. Applicants or employees can declare a disability at any time.

Applicants wishing to discuss any special arrangements connected with their disability can, at any point in the recruitment process, contact, a member of Cambridge Judge Business School’s HR team who are responsible for recruitment to this position, on (01223) 339637 or by email on hr@jbs.cam.ac.uk. Alternatively, applicants can contact the HR Business Manager responsible for the department they are applying to via hrenquiries@admin.cam.ac.uk.