

JOB DESCRIPTION
HR Service Delivery Manager, Human Resources
Vacancy Ref: A2898

Job Title:	HR Service Delivery Manager	Grade:	8
Division:	Human Resources		
Directly responsible to:	Deputy Director of Human Resources		
Supervisory responsibility for:	Recruitment Team Leader, Payroll Team Leader,		
Other contacts			
<p>Internal: Professional Service and Academic Leaders & Managers, Reward & Resourcing Manager, HR Systems Manager, HR and OD colleagues, Trade Unions . Faculty Resourcing Officers</p> <p>External: Recruitment, Relocation and On-boarding providers, CoreHR, Stonefish, Home Office, Pensions schemes, University Networks, CIPD, UCEA, and UHR.</p>			
Job Purpose			
<p>The post holder will have responsibility for managing the delivery of effective HR Services, including recruitment and Payroll Services to the University.</p> <p>The post holder will ensure continuous improvement of HR processes and Systems-working closely with the HR Systems Manager to deliver on this (CORE and stonefish) and ensuring that service levels, standard operating procedures and business processes are in place and adhered to and globally benchmarked.</p> <p>The post holder will line manage and provide direction to the Recruitment and Payroll Team Leaders (subject matter experts who operationally manage the Recruitment and Payroll Teams) and ensure the delivery of effective and efficient transactional services.</p> <p>Further develop capacity and capability to deliver world class HR pensions, payroll and services that meet service requirements and strategic needs.</p>			
Key Responsibilities			
<ol style="list-style-type: none"> 1) Responsible for the overall measurement, management and continuous improvement of HR service levels 2) Lead HR Service projects to continuously improve systems policies and processes and ensure that end-to-end business processes are aligned and optimized. 3) Ensure the Institution is aware of and positioned for pension reforms to ensure our systems and processes are adapted to meet future requirements and that university staff receive timely information and advice relating to pensions. 4) Work with the wider HR team to develop team knowledge of the USS, LGPS and NHS pension schemes, develop appropriate resources to assist with understanding of the scheme for both HR/Payroll colleagues and members of each scheme. 5) Work with the recruitment software provider (Stonefish) and external media to ensure most effective use of resources in attracting staff to the University as well as maintaining an awareness of current best practice in recruitment and reward to improve the University's ability to recruit and retain top talent 			

- 6) Have oversight of HR Administration and Payroll Service Delivery ensuring that appropriate systems for establishing, monitoring and evaluating quality standards, taking pro-active measures, where appropriate, to ensure standards are maintained.
- 7) To develop, review and implement HR working practices, policies, procedures and processes that reflect best practice and represent the most efficient and effective means of operation. Including the development of our practice in relation to Terms and Conditions of employment and tax.
- 8) Ensure that HR Delivery Teams are resourced appropriately and ensuring they receive appropriate level of support and continue to develop and coach the Team Leaders to ensure full productivity and the effective use of resource.
- 9) Carry out PDRs for staff, ensuring business goals are clearly communicated and linked to objectives. In doing so, review training and development of all staff, so all staff have a personal development plan, and support staff in reaching their full potential as identified through the appraisal process
- 10) Lead on compliance in key areas, such as payroll, pensions, UK Visas and Immigration and Disclosure and Barring, embedding knowledge within HR and the wider organisation, working as required with auditors.
- 11) Working with HR colleagues to improve processes, engaging stakeholders across the University and ensuring effective communication of any changes made.
- 12) To ensure that the key policies are properly implemented and embedded, reviewing progress as outlined within the policy including fixed-term and Casual Working Policy and Procedure changes.
- 13) Attend HR Leadership Team (as required), University committees, working groups and other meetings and ensure follow up actions are delivered and implemented.
- 14) From time to time represent the University and work with external partner organisations, including engagement in pensions and payroll briefings.
- 15) Undertake and take responsibility for own personal development activities and CPD.