

PERSON SPECIFICATION
HR Service Delivery Manager, Human Resources
Vacancy Ref: A2898

Criteria	Essential/ Desirable	How it will be assessed *
Qualifications		
CIPD Qualified or equivalent management experience in a HR or Payroll setting.	Essential	Supporting Statement/Application Form
Member of the CIPD or relevant experience/accreditation	Desirable	Application Form
Project Management Qualification	Desirable	Application Form
Experience and Knowledge		
Significant experience gained in a HR administration or systems role within a complex organisation	Desirable	Supporting Statement/ Application Form/ Interview
Demonstrable experience of implementing HR projects, improving systems, processes and policies	Essential	Supporting Statement / Application Form/ Interview
Detailed knowledge and understanding of the UK pensions landscape	Desirable	Application Form/ Interview
Working knowledge of one, or all of the following pensions schemes: Universities Superannuation Scheme (USS), Local Government Pension Scheme (LGPS), NHS Pension Scheme	Desirable	Application Form/ Interview
Experience of researching, developing and implementing policies, systems and operating procedures.	Essential	Application Form /Interview
Experience of working with trade unions or within a unionised environment	Desirable	Supporting Statement / Application Form/Interview
Experience of leading and managing staff, either through direct line management or in a project environment	Essential	Supporting Statement/ Application Form
Skills and Abilities		
Ability to create detailed reports to internal and external clients	Essential	Application Form
Ability to communicate effectively with range of key stakeholders	Essential	Supporting Statement/ Interview
Team Player – to ensure the implementation of joined up services to the University and ability to coach & support colleagues	Essential	Application Form /Interview
Pro-active and positive approach to change and continuous improvement	Essential	Supporting Statement/ Interview

Ability to communicate effectively both verbally and in writing with a range of different audiences	Essential	Supporting Statement/ Application Form/ Presentation
Well developed organisational skills to and the ability to manage a large portfolio of work to meet agreed targets	Essential	Supporting Statement/ Interview/Online test
Personal resilience and emotional intelligence	Essential	Interview
Understanding of the HR/workforce issues facing Higher Education and the UK more broadly	Essential	Supporting Statement/ Interview

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- **Supporting Statement** – assessed against additional information provided by the candidate. Evidence will be “scored” as part of the shortlisting process.
- **Application Form** – assessed against the application form, curriculum vitae and letter of support. Evidence will be “scored” as part of the shortlisting process.
- **Interview** – assessed during the interview process by either competency based interview questions, tests, presentation etc.