

**JOB DESCRIPTION AND PERSON SPECIFICATION
PROFESSIONAL SERVICES STAFF**

Role Title: HR Coordinator

Service: Human Resources

Pay Band: Band B

Reports to: HR Operations Manager

Purpose of Role:

To support key aspects of the Institution's HR function, taking responsibility for the accurate provision of this operational service provision set out in the activities below.

Role Responsibilities:

1 Recruitment and Selection

- Effective coordination of the recruitment and selection process for the appointment of permanent and temporary staff. Typically, this will include liaising with external parties and agencies in relation to placing adverts, setting up new vacancies on the online recruitment system, organising interview schedules, invite to interview/regret notifications including feedback, collating new starter files, generation of employment contracts and administration of the DBS process.
- Assisting recruiting managers and panel members with the use of our e-recruitment system, including advising staff on the shortlisting process.
- To arrange the full range of inductions for new starters as well as conducting the HR and equal opportunities induction for temporary members of staff.
- Accurate maintenance of information in the HR SharePoint site, including our digital personnel files.
- Administration of the staff leaver process.
- Assist in the administration of our hourly-paid sessional contracting service provision including the following; raising sessional contracts, updating the payroll spreadsheet, ensuring accuracy of information contained in contract requests, liaising with payroll and providing information to sessional staff and course leaders about the process.

2 **HR Systems**

- Accurate provision of content and associated maintenance of the e-recruitment system.
- Maintenance of relevant HR SharePoint files and indexing of folders therein.
- To take an active role in recruitment audits, providing up to date information and clarification on process.

3 **General Administration**

Activity will include but is not restricted to:

- Administration of generic and key institutional processes governing; the annual performance review and development process, staff probations, peer observation of teaching, maintenance of HR records etc.
- Providing advice and guidance relating to our annual leave processes and leave entitlements to managers and employees.
- Administration of staff reference requests.
- Advising staff at all levels on a range of HR queries, ensuring they are knowledgeable about staff policies.
- Participation in ad-hoc activity identified from time to time.
- Demonstrate understanding of Ravensbourne's values, culture and educational ethos and promote these through everyday practice in the role.
- Work within Ravensbourne's Code of Conduct and other Rules.
- Comply with all legislative, regulatory and policy requirements (e.g. Finance, HR) as appropriate.
- Carry out the policies, procedures and practices of Health & Safety in all aspects of the role.
- Demonstrate value and importance of equality and diversity in every aspect of Ravensbourne's work and show commitment through everyday practice in the role.
- Work in accordance with and promote Ravensbourne's environmental sustainability policy and practices.
- Works continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Perform such other duties consistent with the role as may from time to time be assigned, collaborating fully with others to get the work done and Ravensbourne's objectives achieved.

Key working relationships (i.e. titles of roles, both internally and externally, with which this role holder interacts on a regular basis):

- HR staff
- Payroll staff
- Advertising agencies
- Recruiting managers and employees across the institution

Person Specification (Knowledge, Skills and Behaviours)	Essential	Desirable
<p>Qualifications</p> <p>A first degree. A professionally recognised trade qualification.</p>		<p>✓ ✓</p>
<p>Customer focus and service</p> <p>Understands the relationship between provider and customer, and the expectations of the recipient of a service. Can identify all such relationships in which they are involved, and with an attitude of mind that places the needs of the customer first, provides a service that fully satisfies them.</p>	<p>✓</p>	
<p>Enterprise and support for Income generation</p> <p>Understands the critical importance of income generation, in particular from student recruitment, and is alert to the opportunities for increasing income from existing or new sources, taking action as necessary.</p>	<p>✓</p>	
<p>Team working</p> <p>Works collaboratively and harmoniously within the team and more widely with all significant others to get the job done, to the satisfaction of all those involved.</p>	<p>✓</p>	
<p>Communicating and relating to others</p> <p>Communicates clearly orally and in writing, and in relating to others builds and maintains effective relationships openly and honestly, using every medium appropriately and with consideration for the audience, so that the messages (both ways) are understood and able to be acted upon.</p>	<p>✓</p>	

<p>Organising work</p> <p>Organises work for optimum effectiveness, using all the resources and methods available, so that the objectives of the role, team and organisation are met.</p>	✓	
<p>Using IT</p> <p>Makes optimum use of appropriate digital technology and IT systems in all aspects of the role, particularly the ability to operate in a Virtual Learning Environment.</p>	✓	
<p>Problem solving and decision making</p> <p>Anticipates problems or issues and deals with them creatively and constructively, reaching a rational decision for dealing with the problem or issue; one that is capable of practical implementation.</p>		✓
<p>Future focussed and change-ready</p> <p>Understands their current position in the broader environmental context and is receptive to and open minded about, change, enabling them to respond positively and creatively to changing circumstances and requirements.</p>	✓	
<p>Numeracy and Statistics</p> <p>Understands, uses and presents numerical information clearly and accurately, according to the requirements of the task in hand.</p>	✓	
<p>Service Knowledge and its application</p> <p>Maintains, develops and applies comprehensive knowledge of all aspects of the service in ways that are proportional to Ravensbourne's nature, scale and complexity, and keeps that knowledge and its application up to date and relevant</p>	✓	

<p>Professional context</p> <p>Develops and maintains an understanding of how developments in the professional, legal, regulatory and educational contexts impact upon own role specifically, and Ravensbourne more generally</p>	<p>✓</p>	
<p>Delivering the service</p> <p>Delivers the service, or that part of it as specified in the role description, to the standards required, and contributes to its continuous improvement</p>	<p>✓</p>	