

**Job Description: Professional Service Positions**

<b>Job Title:</b>	HR Advisory Assistant
<b>Department:</b>	Human Resources
<b>Salary:</b>	Grade 05. £25,138 - £27,979 per annum (pro-rated for part time) together with the NEST Pension Benefits
<b>Hours of work:</b>	Full-time 35 hours per week
<b>Contract:</b>	Fixed Term until 31 <sup>st</sup> July 2025
<b>Location:</b>	Flexibility to cover both campuses at Singleton and Bay

<b>Introduction</b>	To deliver its sustainable top 30 ambition Swansea University needs a professional services workforce with the differentiated skills necessary to ensure that it can deliver excellence through efficient and effective systems and processes that harness innovations in technology.
<b>Background information</b>	<p>Human Resources at Swansea University is an award winning Department. It has won four national awards:</p> <ol style="list-style-type: none"> <li>1. The Times Higher Education Leadership and Management Award for 'Outstanding Human Resources Team.'</li> <li>2. The UK Human Resources in Higher Education Award for 'HR contribution to business efficiency in challenging times' for its Performance Enabling Programme.</li> <li>3. The Guardian award for Equality and Diversity for the Bay recruitment project</li> <li>4. The UK Human Resources in Higher Education Award for Equality and Diversity for the Bay Recruitment project</li> </ol> <p>The successful candidate will be part of the vibrant HR community within the University, and will be responsible for providing a pro-active, professional and efficient customer focused HR service to managers and staff in Academic Colleges and Professional Service Departments for the full employee life cycle.</p> <p>Always role modelling professional service values, they will understand the local and organisational business environment providing timely and innovative solutions. They will continually evaluate their own impact that of their colleagues and of the HR functions.</p>
<b>Main Purpose of Post</b>	<p>To provide professional, efficient, customer focused HR service ensuring that HR outcomes are delivered on time and to the agreed level for the full employee life cycle.(e.g. recruitment, absence, fixed term contracts, probations)</p> <ol style="list-style-type: none"> <li>1. Responsible for delivering agreed actions to ensure the HR outcomes for the College/Professional Service department are delivered to the required standard and agreed timescales.</li> <li>2. Responsible for delivering a systematic approach to identifying issues, risks and opportunities. Providing innovative solutions in partnership with HR colleagues' managers and staff.</li> <li>3. Role model a continuous improvement approach using Management Information and objective data to ensure solutions add value and enable sustainable performance for customers.</li> <li>4. Accountable for delivering accurate, consistent and efficient information, systems and management information.</li> <li>5. Provide accurate, timely and relevant information, data and advice to managers and staff to apply people policies fairly, recognising team and organisational culture and its impact on activity.</li> <li>6. Work with HR colleagues, managers and staff to shape the development of College plans and priorities.</li> </ol>

	<ol style="list-style-type: none"> <li>7. Seek, act and provide feedback to improve, taking responsibility for own Continuing Professional Development.</li> <li>8. As a high performing Department, HR is constantly improving and all HR professionals are expected to engage in alternative roles in other areas of HR or the wider University, for personal and professional growth or where it may be operationally required.</li> </ol>
<p><b>General Duties</b></p>	<ol style="list-style-type: none"> <li>1. To fully engage with the University's Performance Enabling and Welsh language policies</li> <li>2. To promote equality and diversity in working practices and to maintain positive working relationships.</li> <li>3. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture.</li> <li>4. Any other duties as directed by the Head of College / Department or their nominated representative expected within the grade definition.</li> <li>5. To ensure that risk management is an integral part of your day to day activities to ensure working practices are compliant with the University's Risk Management Policy.</li> </ol>
<p><b>Professional Services Values</b></p>	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values - <a href="#">Professional Services Values</a> and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p><b>We are Professional</b> We take pride in applying our knowledge, skills, creativity, integrity and judgement to deliver innovative, effective, efficient services and solutions of excellent quality</p> <p><b>We Work Together</b> We take pride in working in a proactive, collaborative environment of equality, trust, respect, co-operation and challenge to deliver services that strive to exceed the needs and expectations of customers.</p> <p><b>We Care</b> We take responsibility for listening, understanding and responding flexibly to our students, colleagues, external partners and the public so that every contact they have with us is a personalised and positive experience.</p> <p>Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p>
<p><b>Person Specification</b></p>	<p><b><u>Essential Criteria:</u></b></p> <p><b><u>Values:</u></b></p> <ul style="list-style-type: none"> <li>• Demonstrable evidence of taking pride in delivering professional services and solutions</li> <li>• Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers</li> <li>• Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience</li> </ul> <p><b><u>Qualification:</u></b></p> <ul style="list-style-type: none"> <li>• IT qualification in Microsoft Office packages and web site development or equivalent experience</li> </ul> <p><b><u>Experience / Knowledge and Skills:</u></b></p> <ul style="list-style-type: none"> <li>• Evidence of providing professional, efficient, customer focused service</li> </ul>

- Evidence of delivering agreed actions to ensure that outcomes for your area of responsibility have been delivered to the required standard and agreed timescales
- Evidence of your ability to prioritise, plan and organise your work in an environment of ever changing demands
- Evidence of providing accurate, timely and relevant information, data and advice (utilising management information) to managers and staff
- Evidence of working within a Team environment in order to deliver a systematic approach to identifying issues, risks and opportunities

**Desirable Criteria:**

- Experience of working with on-line recruitment and integrated HR/Payroll systems
- Ability to communicate in Welsh

**Welsh Language:**

This role requires Level 1 Welsh Language – ‘a little’ (you do not need to be able to speak any Welsh to apply for this role) e.g. pronounce Welsh words, place names, department names. Able to answer the phone in Welsh (good morning / afternoon). Able to use or learn very basic every-day words and phrases (thank you, please, excuse me). Level 1 can be reached by completing a one-hour training course.

For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available [here](#).

**Additional Information**

For informal enquiries please contact Angharad Keefe, 01792 602077, [a.e.m.keefe@swansea.ac.uk](mailto:a.e.m.keefe@swansea.ac.uk)

