



## Job Description

<b>Job title:</b>	<b>Deputy HR Manager (Internationalisation)</b>
<b>Department:</b>	<b>Human Resources</b>
<b>Grade:</b>	<b>Grade 7</b>
<b>Location:</b>	This post will be based at the Claverton Down campus, Bath and any other location of services run by the University of Bath

### Job purpose

The HR Recruitment and Operations team provide a broad range of HR services to the 3000+ staff at the University, and the global workforce from where we draw our talent. This is a small, agile team who work very closely with staff and managers in Faculties and Professional Services to ensure that our HR services meet the needs of the organisation.

This role is part of the investment being made by the University in developing a new approach to the workforce to underpin the new University Strategy. It holds management responsibility for delivering HR Services to part of the workforce in a way which embodies the HR values of **pace, imagination** and **customer service**. The postholder will lead the development of high quality HR practice across the University.

The postholder is responsible for managing the staff and operational service for part of the Recruitment & Operations Service (the Recruitment Service in the first instance).

The role has a specific specialist focus on the University's drive to become more international. This role will lead on the development of HR practices for topics such as international recruitment, global mobility and immigration.

### Source and nature of management provided

The postholder will be responsible to the HR Manager (Recruitment and Operations).

### Staff management responsibility

This post will line manage the HR Recruitment Administrators to meet department requirements within a matrix structure.

### Special conditions

These roles will generally work usual office hours. We are open to flexible working arrangements, however there will normally be a requirement to provide cover across important

parts of the working week, so individuals should be prepared to be flexible in working with the HR management team to provide such cover.

### Main duties and responsibilities

1	<p>To manage a section of the Recruitment &amp; Operations Service (the Recruitment Service in the first instance) ensuring the delivery of an efficient, effective, consistent and customer-focused HR service to the University, current and prospective employees. The team will receive queries on a range of subjects (for example below) and the manager will be expected to support them in ensuring that the relevant member of the HR team responds appropriately:</p> <ul style="list-style-type: none"> <li>• Recruitment and selection</li> <li>• Eligibility to work</li> <li>• Induction</li> <li>• Working patterns</li> <li>• Employment contracts</li> <li>• Reward and recognition</li> <li>• Performance management</li> <li>• Resolving difficult situations</li> <li>• HR Management Information (MI)</li> <li>• Leaving the organisation</li> </ul>
2	<p>To provide a lead across the HR team to:</p> <ul style="list-style-type: none"> <li>• develop and implement policies and processes associated with the need for University staff to operate overseas.</li> <li>• develop and implement policies and processes associated with the need to attract, acclimatise and retain overseas staff to roles at the University.</li> <li>• be an expert adviser on all issues associated with eligibility to work, immigration and associated issues.</li> <li>• develop and constantly improve the communication of the HR processes through the HR webpages and other media to ensure that they are clearly and widely understood and consistently used.</li> <li>• ensure that HR processes comply with legislative changes.</li> </ul>
3	<p>To line manage and develop a team of HR Administrators (initially the Recruitment Service) to achieve high levels of performance and customer service both individually and as a team.</p>
4	<p>Coach and develop the HR Administrators to grow their HR skills, provide career opportunities and identify succession opportunities.</p>
5	<p>Train and develop staff and managers in the organisation to operate HR processes and systems effectively.</p>
6	<p>To carry out ad-hoc tasks and / or project work as directed to support senior HR staff and to deliver the University's Workforce Strategy.</p>

	<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance</p>
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### Person Specification

Criteria	Essential	Desirable
<p><b>Qualifications</b></p> <p>CIPD qualified and registered with CIPD as MCIPD / Grad CIPD or higher or equivalent qualification and experience</p>	X	
<p><b>Experience/Knowledge</b></p> <p>A track record of managing an HR operational service</p> <p>Team leadership in a corporate context</p> <p>Effective knowledge of employment legislation and HR best practice and its practical application</p> <p>Delivering training and other learning interventions</p> <p>Experience gained in Higher Education or within a large complex organisation</p> <p>Experience of providing an HR service to a global workforce, including policy development</p> <p>Understanding and experience of UK policy on immigration and eligibility to work</p> <p>Knowledge of other nations' policies on visas etc.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>
<p><b>Skills and Attributes</b></p> <p>Strong communication skills – both verbal and written. Able to explain complex concepts &amp; information clearly &amp; concisely.</p> <p>Ability to advise and support managers and staff with challenging HR issues, presenting with self- confidence.</p> <p>Positively influence others to follow good HR policy and practice in order to deliver.</p> <p>Ability to build and maintain effective working relationships; excellent interpersonal skills with the ability to influence others, generating their ownership.</p> <p>Positive, constructive attitude to work and presented challenges, with a good work-rate, ability to process quickly and take a 'project' approach to ensuring delivery.</p> <p>Ability to appreciate the complexities and barriers to change common within a large complex organisation.</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	

Criteria	Essential	Desirable
Effective problem solving skills – able to analyse problems and situations and create, gain support for, and implement practical solutions that meet business and HR needs.	X	
Show self-confidence when communicating with staff and managers at all levels.	X	
Self-motivated and pro-active, able to work under own initiative	X	
Personal commitment to own professional development	X	

## **Effective Behaviours Framework**

The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously.

### **Managing self and personal skills:**

Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.

### **Delivering excellent service:**

Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards.

### **Finding innovative solutions:**

Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation.

### **Embracing change:**

Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas.

### **Using resources:**

Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University.

### **Engaging with the big picture:**

Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others.

### **Developing self and others:**

Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University.

### **Working with people:**

Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills.

**Achieving results:**

Planning and organising workloads to ensure that deadlines are met within resource constraints.  
Consistently meeting objectives and success criteria.