UNIVERSITY OF PLYMOUTH

Role: Business Support and Information Officer

Grade: Grade 5

Reports to: Head of HR Operations

Direct responsibility for: N/A

Role Summary:

Under the direction of the Head of HR Operations, the role holder will be responsible for the delivery of all aspects of establishment management and will be required to provide complex information in collaboration with Finance to ensure leaders have exact staffing structures and resourcing information when considering workforce planning. Responsibilities include data analysis, reporting, and data quality assurance and will contribute to the wider HR operational duties, including the investigation and resolution of data quality issues.

The role holder will also be responsible for the development and provision of a customer focused, integrated, cost effective and progressive administration support service for the Director of People.

Key Accountabilities:

- Responsible for the delivery of establishment management reporting and information for managers and Business Partners to make informed decisions.
- Responsible for the creation and production of reports as specified, making recommendations for improvements to support effective decision making
- Provide continuous development of an effective and flexible service, supporting the continuous review of data quality within establishment management and proactively take forward data quality and reporting continuous improvements
- In conjunction with the other data specialists; contribute and support where necessary on all other data returns such as UCEA data submissions.
- Contribute and support HR dashboard's to ensure managers can make informed decisions
- Deliver an effective and flexible administrative and co-ordination service to support the efficient operation of the Director of People.
- Assess incoming work and signpost where appropriate to relevant managers to ensure effective use of time
- Produce and develop a range of documents, reports and presentations in an

accurate and timely manner
- Research, interpret and manipulate data using a variety of systems, analysing and highlighting issues for further analysis
- Co-ordinate and contribute to complex meetings, visits, conferences, committees and facilitates knowledge exchange
- Provide excellent customer service and detailed specialist advice and guidance, within an unpredictable environment, to enable appropriate solutions
- Provide guidance and deliver training on designated specialist activities and associated policies and procedures
- Guide, collaborate and take a lead as appropriate with colleagues and peers across the University to plan and achieve joint projects and objectives
- Investigate, process and issue information, create correspondence and documentation to develop accurate and auditable records and systems to ensure a prompt and responsive service
- Manage and support the co-ordination of complex HR meetings and provision of complex and detailed record keeping of meetings e.g JCC/ACC and Union Steering/Subgroups.
- Interface with directors, customers, partners and stakeholders, provide advice and guidance, respond to enquiries and requests in an effective and timely manner to ensure customer expectations are managed.
- Provided task related guidance and decisions within designated activities and associated policies and procedures to enable the successful delivery and development of the service
- Guide and collaborate with team members to achieve joint projects and objectives
- Ensure all activities are undertaken in compliance with University and Departmental Health and Safety requirements and regulations. This extends to dealing with facilities related issues.
- All activities undertaken within this role will be compliant with the University's policies, including Health & Safety, Equality and Diversity, Ethics, Data Protection etc.
- Carry out appropriate communication and information sharing

Measures of Success:

- Information and data reports are delivered within service levels
- Users of the data and information report a positive experience and their requirements have been met
- Successful delivery of key priorities and objectives agreed as part of the University's Performance Development Review
- Achievement of Professional Service area objectives

Knowledge, Education & Training:

- Numeracy and literacy skills to secondary education level (or demonstrable equivalent experience) **- Essential**
- Education to further education level (or demonstrable equivalent experience) **- Essential**
- Advanced working knowledge of Microsoft Office applications, particularly Excel **-**

Essential

- Relevant HR professional qualification (e.g. CIPD) **- Desirable**
- Relevant data analysis or data management qualification **- Desirable**

Skills & Experience:

- Demonstrable experience of diary management, minute-taking and providing executive-level administrative support **- Essential**
- Excellent verbal and written communication skills, including the ability to present information clearly to a range of audiences **- Essential**
- Strong customer service and stakeholder management skills **- Essential**
- Ability to prioritise workloads effectively and work independently with minimal supervision **- Essential**
- Ability to work collaboratively as part of a team **- Essential**
- Excellent interpersonal skills with a methodical and organised approach to work **- Essential**
- High level of numeracy and attention to detail **- Essential**
- Ability to manage competing priorities and respond effectively to the demands of a busy office environment **- Essential**
- Experience of working within an HR function, ideally within a Higher Education environment **- Essential**
- Experience of monitoring, analysing and reporting on financial information **- Essential**
- Experience of manipulating, analysing, interpreting and presenting data, including the use of data extraction and query tools **- Essential**
- Experience of creating and maintaining dashboards and management information reports **- Desirable**

University of Plymouth Behaviours:

- Demonstrates Self-Leadership
- Develops self and others to deliver
- Leads and operates in times of change and ambiguity
- Builds and secures value from relationships
- Drives innovation and action
- Creates and contributes to a shared vision
- Uses sound business judgement