



Job description

Human Resources Officer

05/11/2021

Company context

INTO's mission:

Through innovative partnerships with leading universities we expand opportunities for higher education, ensuring success and transforming the lives of our students and staff.

INTO University Partnerships is an independent organisation committed to expanding higher education and career opportunities for students across the globe.

We believe in the power of education to transform lives. We believe that movement of students leads to movement of ideas, which in turn creates better and more successful societies.

We connect students seeking quality international education with leading universities worldwide aspiring to widen their global reach and impact. Achieving the best learning experience and career prospects for students is central to our mission.

Since our inception in 2005, INTO has pioneered innovation in international education and created groundbreaking partnerships with 30 universities in the US and UK. We have so far helped more than 130,000 students from 190 countries realise their dream of achieving a degree from a world-class university. We also equip students to get a head start in building a career. We do this by offering exceptional academic and employability skills programmes.

We are active in over 120 countries and provide unrivalled personalised service to international students with more than 1,500 experienced staff worldwide and a global network of 2,000 recruitment partners.

Our websites have details of how we are organised and our outstanding achievements so far:

www.intostudy.com www.intofuture.com www.intoglobal.com www.into-giving.com

Reporting line

The HR Officer reports to the Human Resources Manager

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Job purpose

The role will be part of the INTO London MDX Street HR team, reporting to the HR Manager, primarily focused on delivering excellent administration and advice and guidance to routine policy queries relating to all touch points of the employees' lifecycle, with emphasis on resourcing and payroll. The role will support the delivery of management information and support the HR manager with responses to routine policy queries such as those associated with sickness absence, parental leave, performance management etc. This role will also support the HR Manager and INTO people team with the delivery of key people projects as required and will have membership of the wider INTO HR team in addition to the INTO London MDX Street HR team. This role will need to form trusting and effective relationships with the managers, through excellent customer service as well as supporting the HR team and Centre Directors with driving through cultural and business change.

Key accountabilities and duties

Role and responsibilities

- To support the HR Manager with the delivery of effective HR processes, advice and administration systems which support the aims of the individual Centre's and INTO.
- To provide support for the delivery of best practice processes and policy relating to the employee lifecycle in line with statutory, regulatory and company requirements, which includes giving advice and guidance on routine policies and procedures.
- Creating, administering, maintaining good HR systems and processes through all stages of the employment cycle including payroll set up in line with GDPR requirements and statutory and regulatory requirements.
- Assisting with resourcing campaigns including drafting and placing internal and external adverts and as guided by the HR Manager.
- Communicating with candidates and preparing all onboarding documentation as necessary.
- Maintaining a candidate response management system for all internal and external candidates, that maintains a quality candidate experience and ensures that stakeholders are kept abreast of necessary progress.
- Monitor the INTO HR Email in-boxes, responding as appropriate with support from the HR Manager where needed using templates and guidance as provided.
- Support the HR Manager with advice and guidance for managers on preparing shortlists and preparing an interview structure and process that is compliant and fit for purpose.
- Gathering, processing, and presenting HR related data and management information as requested by the key stakeholders and as directed by the HR Manager.
- Providing admin and technical advice and guidance for managers and employees as directed by the HR Manager on HR projects and key HR initiatives.
- Maintaining an up to date and accurate Workday HR management information system that is aligned with the payroll data base and producing letters and contracts associated with all aspects of the employee lifecycle.
- Support internal and external financial audits with the required information.
- Preparing monthly payroll returns and liaising with Finance and our payroll provider as necessary to ensure deadlines are met and employees are paid correctly.

- Support the HR Manager with the maintenance of the central register for safeguarding compliance.
- Following best practice HR policy and processes to maximise fairness, equal opportunity, objectivity and to support a high-performance culture.
- Assisting with projects to drive through positive business change across the business working closely with wider HR team on business change, process improvement and process automation systems.
- Working as a pro-active and effective team member with the wider HR team.
- Any other such duties, as may from time to time be required, as commensurate with the role and the needs of the business.

The job title does not define or limit your duties and you may be required to carry out other work within your abilities from time to time at our request. We reserve the right to introduce changes in line with technological developments which may impact upon your job duties or methods of working.

Location

At INTO Middlesex Street, London, E1 7EZ. This role has been traditionally based in Centre at INTO London MDX Street. However, we will consider flexible/remote working subject to operational requirements. This role can be undertaken remotely up to two days a week and working from the INTO London MDX Street Centre for a minimum of three days a week subject to operational requirements. During these uncertain times of Covid-19 the role holder may have to work remotely full time from home initially. The role, in more certain times, will require the occasional travel to other Centres and Head office for meetings and training.

Safeguarding

As part of our safeguarding procedures, applicants are asked to note that:

- references will be followed up;
- all gaps in CVs must be explained satisfactorily;
- proof of identity and (where applicable) qualifications will be required;
- reference requests will ask specifically whether there is any reason that they should not be engaged in situations where they have responsibility for, or substantial access to, persons under 18;
- appropriate suitability checks will be required prior to confirmation of appointment.

This role may meet the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. If so, all applicants who are offered employment will be subject to a Disclosure and Barring Serviced check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings as well as convictions.

Please see the next page for person specification...

Person specification

	Essential	Desirable
Legal Status	<ul style="list-style-type: none"> • Appropriate DBS disclosure will be required prior to confirmation of appointment. • Right to live and work in the UK, e.g., valid UK passport or appropriate visa/work permits 	
Education/Qualifications	<ul style="list-style-type: none"> • Educated to A-level standard or equivalent • Excellent command of written and spoken English • Demonstrate excellent IT skills in Microsoft packages 	<ul style="list-style-type: none"> • CIPD qualified (level 5) or other Human Resources qualification or Degree attainment
Knowledge/skills	<ul style="list-style-type: none"> • Previous HR officer experience • Excellent administrative skills with a strong eye for detail and a focussed approach. • Strong customer service focus. • Ability to understand own limitations and refer when necessary. • Ability to be resilient, positive and flexible. • Ability to build and manage good working relationships with people at all levels. • Good team player. • Approachable. • Ability to use initiative and work independently when required. • Ability to be discrete, confidential and sensitive in all issues. • The ability to prioritise, meet deadlines and work under pressure. • Ability to present a positive image of the company as the first point of contact for people inside and outside the company. • Ability to implement and work with clear systems and processes. • Ability to adapt and support change initiatives • Committed and responsible for promoting and safeguarding the welfare of children and young adults. 	<ul style="list-style-type: none"> • Experience of using Workday or other HRIS. • Experience of administering payroll and producing appropriate and relevant management information. • Experience and appreciation of change management. • Demonstrable experience and knowledge of working effectively as an administrator in a busy HR office. • Demonstrable experience and/or knowledge of all aspects of the resourcing Cycle • A good understanding of HR Practices and Employment Law

