

JOB DESCRIPTION
HR & Payroll Service Delivery Manager
Vacancy Ref: A1458

Job Title:	HR & Payroll Service Delivery Manager	Grade: 8
Division:	Human Resources	
Directly responsible to:	Assistant Director of Human Resources (Operations)	
Supervisory responsibility for:	HR Team Leader, Payroll Team Leader and other roles as required.	
Other contacts		
<p>Internal: Professional Service and Academic Leaders & Managers, Reward & Resourcing Manager, HR Systems Manager, HR and OD colleagues, Trade Unions and other staff</p> <p>External: Recruitment, Relocation and On-boarding providers, CORE HR, Pensions bodies, University Networks, CIPD, UCEA, and UHR.</p>		
Job Purpose		
<p>The post holder will have responsibility for managing the delivery of effective HR, Recruitment and Payroll Services to the University. Critical to the future development of the service will be the further implementation and optimization of the HRIS (CORE) and associated business processes; the post holder will work alongside the HR Systems Manager to deliver on this.</p> <p>The post holder will line manage, direct and support the HR and Payroll Team Leaders (who in turn operationally manage the Senior HR Advisor, HR Assistant and Payroll Teams) and ensure the delivery of effective transactional services. The post holder will oversee a comprehensive, efficient and effective HR and payroll advisory and administration service ensuring that standard operating procedures, templates and business processes are in place and adhered to.</p> <p>The post holder will develop, with the Assistant Director of HR, HR Systems Manager and others on quality standards and key performance indicators for benchmarking the service enabling a culture of continuous customer focus and service improvement to be implemented and to also ensure the benefits of CORE are fully realised.</p> <p>Further develop the division's capacity and capability to deliver first class pensions, payroll and HR services that meet service requirements and strategic needs.</p>		
Key Responsibilities		
<ol style="list-style-type: none"> 1) Implement the further development and benefits realization of the CORE HR & Payroll system and ensure that business processes are aligned and optimized. 2) Working alongside the Reward and Resourcing Manager, maintain an awareness of and advise on current best practice in recruitment, reward and pensions and implement new initiatives/processes which will assist in raising the standards of the function. 3) Working alongside the Reward and Resourcing Manager, accrue knowledge and keep abreast of pension reforms to ensure our systems and processes are adapted to meet future requirements and that university staff receive timely information and advice relating to pensions. 4) To monitor recruitment expenditure and ensure most effective use of resources (including Stonefish). 5) Have oversight of HR Advisory, HR Administration and Payroll Service Delivery ensuring that appropriate 		

systems for establishing, monitoring and evaluating quality standards are in place, taking pro-active measures, where appropriate, to ensure standards are maintained.

- 6) To ensure, working closely with the Assistant Director of HR, that standard operating procedures, templates, checklists etc exist for all processes and systems.
- 7) To develop, review and implement HR working practices, policies, procedures and processes that reflect best practice and represent the most efficient and effective means of operation. Including the development of our practice in relation to international taxation and employment contracts.
- 8) Lead on maximising the use of electronic recruitment and administration solutions.
- 9) Ensure that HR Delivery Teams receive appropriate levels of support and through the HR Team Leaders ensure full productivity and the effective use of HR Advisory and HR Assistant resource.
- 10) Ensure at all times that the recruitment, payroll and pensions functions operate effectively and are fully compliant.
- 11) Further modernise the payroll and HR service delivery teams and explore options to make them more efficient, including potentially performing the payroll for ERS, LUSU and others.
- 12) Working with the HR Systems Team (and others) identify, design and implement effective business support processes in response to the changing needs due to the implementation of CORE.
- 13) Carry out PDRs for staff, ensuring business goals are clearly communicated and linked to objective. In doing so, review training and development of all staff, so all staff have a personal development plan, and support staff in reaching their full potential as identified through the appraisal process
- 14) Attend HR Leadership Team (as required), University committees, working groups and other meetings and ensure follow up actions are delivered and implemented.
- 15) From time to time represent the University and work with external partner organisations, including engagement in pensions and payroll briefings.
- 16) Undertake and take responsibility for own personal development activities and CPD.

