

JOB DESCRIPTION

Job Title:	HR Business Support
Ref no:	HRS161
Campus:	Hendon
School/Service:	Human Resource Services
Grade:	5
Hours:	35.5 hours per week, actual daily hours by arrangement (Required to work 3 days a week in the Office.)
Starting salary:	£33,125 per annum inclusive of Outer London Weighting rising to £36,698 incrementally each year.
Period:	Permanent
Reporting to:	HR Director

Overall Purpose:

At Middlesex our students are at the heart of everything we do as are our people, who are essential to our student experience and delivery of our Middlesex University 2031 strategy.

Our key people-related aims include attracting and retaining the most talented and dedicated individuals to join our community and supporting them to achieve their full potential during their time with us. Our Human Resources and Organisational Development (HROD) Department play a key role in supporting the development and implementation of our evolving people strategy which is central to our Middlesex University 2031 strategy.

The HR Business Support Coordinator is a key role within the team, providing comprehensive business support to the HROD department, working flexibly across a busy area supporting the management team with a wide variety of tasks that support the delivery of the People Strategy and drive operational excellence and service delivery in HR. This includes providing efficient administrative support across the service, liaising with key stakeholders, improving processes and supporting with data entry and reporting. In addition to this, the role holder will provide support to the Director of HR with a full range of administrative activities including diary management. The post-holder will also be expected to provide flexible support to other teams across HR during high-demand periods and to support coordination across the HR team for university-wide activities and initiatives.

Principal Duties:

- Provide administrative support to the Director of HR, overseeing and monitoring emails, scheduling of meetings, managing service response times and ensuring high quality front-line service delivery with key stakeholders.
- Provide administrative and project support to key HR projects, including project planning; organising, maintaining and updating project documentation, reports, and files for easy access and reference across HR.
- Support and coordinate internal/external meetings and events including scheduling, venue booking, preparing agendas and sending meeting invites, note-taking, liaising with internal/external stakeholders as required.
- Maintain a schedule of joint meetings with the unions (formal and informal), taking minutes, preparing agendas, circulating relevant papers, following-up on agreed actions, and liaising with the Trade Unions representatives on a regular basis.
- Provide administrative support to relevant committees, including the Health & Safety Committee, supporting subgroup meetings, coordinating meeting dates, preparing agendas and taking minutes.
- Support with internal communications on behalf of the department, liaising with the management team as required, working in collaboration with the Internal Communications team.
- Be the contact point for new starters in the department administering recruitment



and induction processes, including coordination of new IT equipment, setting up of induction meetings, and preparing induction packs.

- Maintain accurate data-recording, document storing and filing for the department including budgets, health and safety reporting, audits and third-party contracts.
- Provide administrative support with purchase order creation, invoice processing, and budget expense monitoring across the department, ensuring accurate budget tracking and recording of expenditure.
- Administer sickness absence reporting for the department, ensuring accurate recording in line with our sickness policy and procedures.
- Assist with the processing of travel and other expenses for the department as required.
- Oversee the process for eyecare voucher requests, monitoring and responding to requests.
- Monitor and maintain stationery inventories, coordinating the purchase of stationery and equipment for the department, raising procurement requests as required.

PERSON SPECIFICATION

Job Title: Human Resources Business Support Coordinator

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria

SELECTION CRITERIA:

Education / Qualifications:

Essential:

- Educated to NVQ level 3 or equivalent

Experience:

Essential:

- Experience of providing high-level administrative support to a busy and demanding department and/or senior management team.
- Experience of working in a large complex organisation with a range of stakeholders.
- Experience of minute taking and providing administrative support to committees/meetings.
- Experience of using a range of data and reporting systems.
- Experience of administering invoicing, raising purchase orders, and budget tracking and reporting.

Desirable:

- Experience of working in a matrix setting.
- Experience of working in an HEI/HR setting.
- Experience of project management support.

Knowledge:

Essential:

- Expert knowledge of Microsoft Office applications including Microsoft Teams and SharePoint.
- Understanding of the need for high-levels of confidentiality in this role and applying discretion.

Skills:

Essential:

- Ability to work on own initiative and prioritise own workload
- Ability to work effectively as part of a large team, exercising discretion and tact at all times.
- Ability to build rapport and build positive relationships with internal and external stakeholders.
- Excellent communication skills – approachable, tactful and personable.
- Excellent planning and organisational skills
- Excellent attention to detail and accuracy.
- Able to multi-task and prioritise a high workload often with conflicting priorities.
- Ability to find innovative solutions to improve processes and service delivery

Equality Diversity and Inclusion

Essential:

- Demonstrable commitment to fairness and the principles of equality and inclusion.

M U Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the postholder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus

There are currently *Regular Parking Permits and Pre-Paid Parking options* available to new joiners. Further details are available on the Travel and transport page on the staff intranet. *Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get detailed journey information from TfL (www.tfl.gov.uk) and have a look at our directions and location to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

If you wish to discuss the job in further detail please contact Brent Dempster, Director of Human Resources, B.Dempster@mdx.ac.uk.