Shared Service Assistant

<table>
<thead>
<tr>
<th>Department:</th>
<th>People &amp; Organisational Development</th>
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<tbody>
<tr>
<td>Grade:</td>
<td>4</td>
</tr>
<tr>
<td>Hours:</td>
<td>Full time</td>
</tr>
<tr>
<td>Contract Type:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Responsible to:</td>
<td>People Operations Manager</td>
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Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities.

We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for disabled applicants.

Goldsmiths is committed to creating an inclusive and accessible working environment for all staff. If you would like to access confidential advice or guidance

If you have any questions, please contact hr-recruitment@gold.ac.uk
Job Description

People & Organisational Development

Our vision is to develop a contemporary, solutions focussed HR service to support Academic Heads and Managers and to enhance the staff experience. This forms part of the wider goal to transform Professional Services to develop the student experience and enhance the academic endeavour.

If you are an HR professional who thrives on finding solutions to complex issues and exceeding customer expectations, come and contribute to the creation of a high performance, cohesive team.

Job overview

Working within the generalist operational team, the Shared Service Assistants are the first point of contact for the POD team answering routine queries about policy and procedure and recognising when it is appropriate to refer to the People Operations Manager or Associate Director (People Operations, Data & Systems). The Shared Service Assistants are responsible for administering the full employee lifecycle from supporting hiring managers through the recruitment process from the point of advertising, issuing contracts and ensuring all pre-employment checks including DBS checks are completed, processing contract variations, maternity and absence administration and handling routine enquiries on terms and conditions of services.

Key Responsibilities

These include:

Recruitment & Onboarding

- Respond to requests to advertise new roles ensuring that recruiting managers follow Goldsmiths’ recruitment processes and comply with legislation and College practices.
- Coordinate regular recruitment campaigns and support Associate Lecturer recruitment rounds.
- Administer the process for new starters, obtaining references and, ensuring that all relevant pre-employment checks including health clearance, right to work checks, qualification checks and DBS checks (where applicable) are completed.
- Administer the process for engaging Associate Lecturers, ensuring that all relevant pre-employment checks are completed.
- Provide a responsive customer service to agreed SLAs, including signposting staff to the appropriate guidance on the staff intranet and answering general enquiries from internal staff at all levels, candidates, and external stakeholders.

Operations

- On a monthly basis ensure all payroll and contractual data inputting is completed to the monthly payroll deadline, this includes setting up new starters, processing leavers, processing contractual changes such as a change of hours or job title.
- Triaging queries to People Advisers, People Business Partners and HR centres of excellence in line with agreed SLAs.
- Processing occupational health referrals
- Maintaining digital employee records in line with GDPR and Goldsmiths data
retention policy, ensuring that all records are up to date, accurate, and destroyed in accordance with Goldsmiths’ data retention schedule.

Management Information/HR Information System
- Ensure that all data within the HR Management Information system is accurate, reliable and meets high standards of quality.
- Maintain up to date staff files and archiving systems, scanning staff documents and attaching them to the staff member’s electronic record in the new integrated system.

Other duties:
- General customer-facing and handling of office tasks, including proactively dealing with telephone, email, and face-to-face queries.
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/Dignity at Work Policy.
- Undertake such other duties, ad hoc projects and policy work, as the People Operations Manager or Associate Director (People Operations, Data & Systems) may from time to time require.

Person Specification
Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be short-listed for interview. The Desirable criteria sections show attributes which would enable the applicant to perform the role more effectively with little or no training.

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
<th>Essential/ Desirable</th>
<th>How criteria are tested</th>
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<tbody>
<tr>
<td>Qualifications</td>
<td>Degree or equivalent experience</td>
<td>Desirable</td>
<td>A</td>
</tr>
<tr>
<td></td>
<td>Working towards a suitable qualification such as CPP or CIPD/CIPP</td>
<td></td>
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<tr>
<td>Experience/Knowledge</td>
<td>Experience of an office based administrative role.</td>
<td>Essential</td>
<td>A, INT</td>
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<tr>
<td></td>
<td>Experience gained within an HR environment.</td>
<td>Desirable</td>
<td>A, INT</td>
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Experience of HR administrative processes such as administering the recruitment process or drafting contractual paperwork | Desirable | A, INT

Experience of using an HR/Payroll system, ideally Business World | Desirable | A, INT

Experience of working within a higher education institution. | Essential | A, INT

An awareness of and interest in current UK employment legislation and best practice. | Essential | A, INT

An awareness of and interest in HR developments in advancing equality, diversity and inclusion. | Essential | A, INT

Experience of carrying out right to work checks and an awareness of the EU Settlement Scheme. | Essential | A, INT

Ability to plan, prioritise and manage a varied workload to meet deadlines.

| Skills | Essential | A, INT
| Strong time management, organisational and administrative skills | Essential | A, INT
| Flexible and agile approach to work, with a keen attention to detail | Essential | A, INT
| High standard of written and spoken communication skills with strong interpersonal skills | Essential | A, INT
| Strong IT skills, including proficiency using Word & Excel. | Essential | A, INT
| Confidence in providing excellent customer service and ability to deal effectively with staff at all levels, including Professional Services and Academic Staff. | Essential | A, INT
| Ability to clearly communicate and explain standard HR policies and procedures. | Essential | A, INT

| Personal Attributes | Essential | A
| Commitment to continued professional development. | Essential | A
| An informed interest in higher education | Desirable | A, INT
| A commitment to recognising, valuing and celebrating diversity and to proactively | Essential | A, INT
advancing equality and inclusive practice in all areas of College life.

| A = Application form | INT = Interview | ST = Selection test |

The duties and responsibilities assigned to the post may be amended by the Director of People & Organisational Development within the scope and level of the post.