



Job Title: HR Officer

Unit/School: People Services

Grade: 4A/B

## Core purpose of role

Our mission in People Services is to help create an amazing place to work with flexibilities that enable people to thrive and live better and healthier lives through fulfilling work. We aim to do this by providing a great employee experience through a transformational People Services function, centralising and simplifying HR operations, seeing our colleagues as our internal customers, and co-creating impactful people initiatives for work now and in the emerging future.

Our People Services department includes Strategy, Partnerships and Organisational Development, People Operations, HR Systems and People Analytics and Specialist Employee Relations teams. We also work collaboratively with each other in a virtual space on cross-functional projects.

The HR Officer post adds value by providing generalist advice across the employee lifecycle. You will give sound advice on employee relations, performance improvement and capability, grievances, investigations and all people queries. Your role will support our employees, line managers and help develop their capability.

You are someone who is passionate about providing excellent customer service. By providing the right balance of advice, guidance and support you will enable Managers to deal more confidently and effectively with the HR aspects of people management.

## Key responsibilities and contributions

1. Provide expert and timely generalist advice, guidance and resolution across the full employee experience lifecycle.
2. Evaluate and improve practices and behaviours, and use the employee voice, to create a better experience.
3. Design and develop approaches and processes to drive forward outputs and help shape policy frameworks that positively impact the employee experience.
4. Provide advice, guidance and support to managers on employee relations including conducting disciplinary and grievance investigations and hearings.
5. Provide advice to managers on managing performance improvement and capability issues, in line with the University's Disciplinary and Capability Policies and Procedures.
6. Provide support with more complex employee relations case work, where required.
7. Provide probation and development advice and guidance to managers.
8. Provide advice and guidance to managers on effectively managing sickness and absence, in line with the University's absence management policy and procedure.
9. Provide advice and guidance to managers in relation to fixed term contract renewals / terminations.
10. Provide advice and administer contractual variations and employment changes.
11. Represent People Services at internal committee and meetings.

12. Liaising with and providing information and insight to managers and the wider team on patterns/trends emerging from your day to day involvement with managers, helping to identify and address the people management learning and development needs of managers.
13. Act as a diversity and inclusion champion within the business, ensuring that all employee decisions are considered from a discrimination, diversity and inclusion perspective.
14. Act as a brand champion for People Services within the university by living our values and behaviours, and ensuring our processes and approaches are consistent with our values and best practice.

### **Person specification**

#### **Essential qualifications / Professional memberships**

- You'll be educated to degree level in Human Resources Management or relevant subject area / or sufficient professional experience.
- Associate level qualification
- CIPD membership at Associate level

#### **Essential experience, knowledge and skills**

1. You'll be able to demonstrate the core knowledge of people practice, culture and behaviour, business acumen, evidence-based practice, technology and people and change.
2. You'll be comfortable with and have prior experience of working with People/HR systems.
3. You'll demonstrate a track record in delivering an excellent generalist HR customer service across a complex organisation and a range of different professions.
4. You'll have in-depth knowledge across the whole HR remit, including a sound understanding of employment law, HR Policy and Practice.
5. You'll be able to apply employment law and people policies in a wide range of work situations to support effective case management and employee relations practice.
6. You'll have a detailed understanding of equality and diversity issues in the workplace and how to raise awareness of these.
7. Demonstrable CPD/development experience.
8. You'll display the core behaviours of ethical practice, professional courage and influence, valuing people, working inclusively, commercial drive, passion for learning, insights focused and situation decision-making.
9. You'll enjoy helping others in a thoughtful and kind way.
10. You'll be curious about data and be able to use insights from people analytics to contribute to shaping people practice and policy improvements.
11. You'll love working in a fast-paced, 'can do' team.
12. You'll like to make a difference; spotting ideas for improvement and proactively put forward new ideas and solutions.
13. You'll be digitally competent and comfortable with remote working.
14. You'll be able to assess the impact of people policies on the employee experience.
15. You'll have strong communication skills and the ability to build strong professional relationships across an organisation.
16. Strong customer service and employee experience skills.

### Welsh skill requirements

Welsh is essential to our students and staff and is a key part of our provision and services. For every position at Cardiff Met, proficiency in Welsh language is either essential or desirable. You can find information about the levels by viewing our booklet: [Welsh language skills levels](#). If a skill is listed as essential in the table below, please ensure you demonstrate this in your online application form.

Language level and general descriptor	Listening	Reading	Speaking	Writing
<b>A1 – Beginner</b> Can understand and use familiar everyday expressions and very basic phrases in Welsh.	Desirable	Desirable	Desirable	Desirable
<b>A2 - Basic user</b> Can deal with simple, straightforward information and communicate in basic Welsh.				
<b>B1 - Intermediate user</b> Can communicate, to a limited level, in Welsh about things that are familiar and/or work related.				
<b>B2 - Upper intermediate user</b> Can express myself in Welsh on a range of topics and understand most of a conversation with a native speaker.				
<b>C1 - Fluent user</b> Can communicate fluently in Welsh.				
<b>C2 - Master user</b> Can communicate fluently on complex and specialist matters in Welsh.				

### Disclosure & Barring Service requirements

This post does not require a DBS check.

### Supporting information

The University is a dynamic organisation and changes may be required from time to time. This job description and person specification is not intended to be exhaustive.

The University is committed to the highest ethical and professional standards of conduct. Therefore, all employees are expected to have due regard for the impact of their personal behaviour and conduct on the University, students, colleagues, business stakeholders and our community. Each employee must demonstrate adherence to our Code of Professional Conduct. In addition, all employees should have particular regard for their responsibilities under Cardiff Metropolitan University's policies and procedures.