



Human Resource Operations Manager

Human Resources Department

Permanent

General Information

Dublin City University (www.dcu.ie) is a research-intensive, globally-engaged, dynamic institution that is distinguished by both the quality and impact of its graduates and its focus on the translation of knowledge into societal and economic benefit. DCU prepares its students well for success in life, and in the workplace, by providing a high-quality, rounded education appropriate to the challenges and opportunities of the 21st century.

Through its mission to transform lives and societies through education, research and innovation, DCU acts as an agent of social, cultural and economic progress. As Ireland's University of Enterprise, it is characterized by a focus on innovation and entrepreneurship and a track-record of effective engagement with the enterprise sector. Excellence in its education and research activities has led to its consistent ranking in the top 50 of the world's young universities (QS Top 50 under 50).

The Human Resources Department

Dublin City University is organised around a number of academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete Human Resources service to these faculties, departments and campus companies.

As the University sets out to implement the strategic plan, Talent, Discovery and Transformation 2017-2022, the HR Department has a key role in supporting the University in achieving its objectives with a particular focus in the coming years on embedding the Incorporation and Integration of DCU, St Patrick's College in Drumcondra, Mater Dei, and CICE, together with its broader objectives to value and develop our staff community.

In order to deliver on these objectives the Department is re-structuring and is now seeking to appoint a Human Resource Operations Manager responsible for developing and maintaining strong connections to DCU Faculty and staff through the delivery of comprehensive and professional HR services to Heads of Schools/Units and Campus Companies and their staff.

Overview of the Role

Reporting to the Deputy Director, HR (Employee Relations and Operations), the HR Operations Manager will have a key role in supporting the connection of HR strategy to the various stakeholder groups at school/unit level and by developing localised HR solutions to meet particular requirements to support achievement of objectives.

Reporting to the Deputy Director, HR (Employee Relations and Operations), the HR Operations Manager will play a key role in the delivery of HR strategy through effective stakeholder management, the delivery of localised HR solutions and ensuring operational excellence in recruitment and selection activities.

Areas of focus:

- Manage, develop and motivate a team of 13 HR Professionals (8 HR Business Partners & 5 HR Assistants) to provide a comprehensive and professional service to Heads of School, Units and Campus Companies and their staff on all HR related matters
- Act as a trusted advisor and coach to University management, supported by HR business partners, recommending enabling solutions to anticipated challenges
- Actively participate as a member of the HR Management team and collaborate with other sections within the HR Department to shape and implement Human Resources strategy, policies and procedures
- Partner both HR Deputy Directors in leading the implementation of various HR projects and initiatives which have University wide impact
- Partner with all sections of the HR Department to increase the visibility and relevance of the HR strategy amongst all key stakeholders
- Ensure that HR policies and practices are rooted in reality to meet the needs of stakeholders across the University
- Together with the HR Management Team, support and enable effective leadership decision-making on all people practices including organisational change, talent management, succession planning, performance management and employee relations

The responsibilities of the post holder may evolve over time, in line with the needs of the HR Department and the wider University.

Principal duties and responsibilities:

Team Management

- Manage, develop and motivate the HR Business Partner team and the HR Administrative support team to ensure a professional, proactive and comprehensive HR service is delivered to all faculties, service units, research centres and campus companies

Recruitment and Selection

- In conjunction with the Deputy Director, HR and the University Operational Excellence function assist in managing the recruitment process review project and lead the implementation of a more streamlined recruitment and selection process
- In conjunction with the HR Management team assist in the implementation of a recruitment management system
- Co-ordinate and manage all arrangements as required, for the recruitment and selection of staff (both academic and support) including participation in interviews as appropriate
- Implement and manage best practice in the area of Recruitment and Selection with particular focus on recruiting and retaining academic leaders in research and scholarship

Compensation and Benefits

- Manage the quality of the HR Business Partner team's input and instruction regarding the university and campus companies payruns
- Oversee and manage the provision of a comprehensive employee benefits package and provide a source of information, expertise and advice to staff members on the existing package of benefits including salary, hours, pension, leave, Salary Protection, VHI etc. taking into account existing public sector directives
- Be informed of superannuation administration including the requirement for maintenance of up-to-date and accurate personal superannuation information
- Manage the quality of the HR Business Partner teams' provision of advice and guidance on superannuation issues

General

- Provide professional and comprehensive HR advice and support to a select number of Senior University Units
- Participate on University Committees and working groups as and when required
- In conjunction with the HR Deputy Director and the Employee Relations Manager assist with interpreting and advising on employment legislation and assist the HR Business Partners in managing local level employee relations issues
- Assist with the review and updating of all existing HR policies and procedures and coordinate the updating of the relevant HR webpages
- Be responsible for the accuracy of all information held on file (both manual and electronic) and for ensuring that the information is updated, maintained and used to its maximum effectiveness
- Prepare and furnish statistical information and assist HR Director/Managers with the preparation of Human Resources Reports for Governing Authority and Executive
- Any other duties which may be assigned from time to time by the Deputy Director, HR

Qualifications and Experience:

The successful candidate will have the following:

Essential

- A primary degree, preferably in Human Resources or a related area and be a member of the CIPD
- Significant experience of working in a Human Resources Department in either a HR Business Partner or HR Manager role within a complex environment
- A significant track record of success in providing comprehensive HR support to relevant business units within an organisation
- Extensive knowledge of participating in HR recruitment and selection activity and the development of associated policy and practice
- Track record of policy and procedure development
- Experience of playing a lead role in organisation wide projects/initiatives

Ideal

- Experience of managing, developing and motivating a HR professional service team
- Experience of providing HR support within a public sector environment, ideally within higher education
- Experience of dealing with employee relations issues
- Experience of providing HR support within a public sector environment, ideally within higher education
- Experience of using and ideally implementing a recruitment management system

Mandatory Training

The postholder will be required to undertake the following mandatory compliance training: Orientation, Health & Safety and Data Protection (GDPR). Other training may need to be undertaken when required.

The competencies which will be examined for this post are:

Leadership: Displays ability to lead, encourage and inspire others to achieve goals and objectives. Understands how individuals at all levels operates and uses this knowledge to positively influence achievement

Customer Focus and Building Relationships: Strives to ensure a high level of customer service is delivered at all times. Constantly strives to find new ways to increase the level of service provided to the customer. Has the ability to build effective working relationships with a wide range of stakeholders

Decision Making and Problem Solving: Has the ability to diagnose problems, identify the key issues and produce practical solutions.

Effective Communication and Influencing: Communicates information clearly and accurately both written and oral. Can communicate effectively to share information and gain understanding. Varies communication styles to suit the situation, when required.

Flexibility and Adaptability: Flexible and comfortable in adapting to changing work demands and practices. Able to respond well to unforeseen, different and challenging situations. Embraces change as an opportunity.

Informal Enquiries

Informal enquiries may be addressed to Mr. Gareth Yore, Deputy Director, HR (Employee Relations and Operations) gareth.yore@dcu.ie. Please do not send applications to this email address, instead apply as described below.

Closing Date: 26th July 2019

Salary: €51,992 - €73,828 (Administrator I)

*Appointment will be commensurate with qualifications and experience and will be made on the appropriate point of the salary scale in line with current Government pay policy.

Application Procedure

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: +353 (0) 1 7005149.

Please clearly state the role that you are applying for in your application and email subject line: Job Ref #BC1308 Human Resource Operations Manager.

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: +353 (0)1 7005500 or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: hr.applications@dcu.ie

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