



## **JOB DESCRIPTION**

### ***HR Specialist (Professional 3)*** ***Human Resources Department*** ***Fixed Term Contract – 3 Years***

#### **Dublin City University**

Dublin City University (DCU) is a young, ambitious and vibrant university, with a mission 'to transform lives and societies through education, research, innovation and engagement'. Known as Ireland's 'University of Enterprise', DCU is a values-based institution, committed to the delivery of impact for the public good. DCU was named Sunday Times Irish University of the Year 2021.

DCU is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. More than 18,000 students are enrolled across five faculties – Science and Health, DCU Business School, Computing and Engineering, Humanities and Social Sciences and DCU Institute of Education.

DCU is committed to excellence across all its activities. This is demonstrated by its world-class research initiatives, its cutting-edge approach to teaching and learning, its focus on delivering a transformative student experience, and its positive social and economic impact. The university continues to develop innovative programmes in collaboration with industry, such as the DCU Futures suite of degrees, which are designed to equip graduates with the skills and knowledge required in a rapidly evolving economy.

DCU's pursuit of excellence has led to its current ranking among the top 2% of universities globally. It is also one of the world's Top Young Universities (QS Top 100 Under 50, Times Higher Top 150 Under 100). In the Times Higher Education University Impact Rankings 2021, DCU ranked 23rd in the world for its approach to widening participation in higher education and its ongoing commitment to eradicating poverty, while it ranks 38th globally for its work in reducing inequality and 89th globally for gender equality.

The university is ranked 23rd in the world and first in Ireland for its graduate employment rate, according to the 2020 QS Graduate Employability Rankings. Over the past decade, DCU has been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

## **Overview of the department**

Dublin City University is organised around five 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

## **Role Profile**

Reporting to the HR General Office Supervisor, the HR Specialist will work as part of the HR General Office team. In partnership with the HR General Office Supervisor and HR Management in the provision of delivering an excellent comprehensive and professional service to employees of the University and Campus Companies along with supporting key stakeholders across the University.

While this job description attempts to identify and highlight the key areas and duties associated with a HR Specialist post within the University, it is not exhaustive. The tasks assigned to the successful individual may change over time, in line with the needs of the HR Department and the wider University. A rotation of key areas of responsibilities will be the normal practice. Duties and responsibilities may include but not be limited to:

## **Part Time Claims**

- Manage the set-up and maintenance of the part time claims process on the HR System.
- Conduct weekly quality checks on part time claimers appointments to ensure the relevant data is captured accurately and on a timely basis.
- Provide assistance to the HR General Office team on any queries in relation to part time claim set-up's.
- Work in partnership with the Payroll function and the HR Systems team on any issues or concerns.
- Train the HR General Office team on the part time claims process and set-up.
- Attend meetings with the payroll department and HR systems team when required and provide status updates at team meetings or other relevant meetings.
- Ensure the ongoing maintenance of specific reference data to assist the part time claims process.
- Ensure managers and employees have received the relevant access on the system to process claims.
- Be the point of contact for any issues part time claims queries in partnership with the payroll and HR Systems department.
- Assist with the full implementation of new departments moving to the part time claims process within the University.
- Identify any opportunities for improvements in the overall process and assist in the implementation in partnership with all key stakeholders.
- Maintain the SOP's (Standard Operating Procedures) for the Part Time Claims Process and ensure the SOP is accurate and up-to-date and is used as part of the training of the HR General Office Team.
- Maintain the user guides to ensure they are accurate and up-to-date and are used as part of the training for the HR General Office, managers and employees.
- Keep up-to-date with new requirements of the Part Time Claims process.

## **HR Projects, Systems & Reporting**

- Assist with varied HR Projects and partner with HR Management and all key stakeholders as applicable.
- Be the point of contact for the set-up of specific reference data for the HR General Office team when requested.
- Complete HR reporting when required.

## **Employee Contracts**

- Generate employee contracts as part of the approvals process.
- Work with the HR Business Partners on any queries or clarifications in relation to employee contracts or SRA queries.
- Quality check employee contracts for accuracy.
- Distribute employee contracts to employees and assist with employee activities associated with the payroll process including the completion of starters, leavers and amendments.
- Action any HR queries from the ASKHR mailbox or requests directly from employees and key stakeholders within the University.
- Update all relevant trackers and HR Systems with the relevant information and file all relevant employee documentation on the HR System Therefore.
- Be the point of contact to identify and track any change requirements for the contract templates.

## **HR Administration**

- Any other duties which may be assigned from time to time by HR Management.

## **Qualifications and Experience**

**In addition to the Internal service criteria, the successful individual will have:**

### ***Essential***

- A primary degree or relevant HR or Business qualification.
- Must have a minimum of 5 years' relevant experience in a systems based environment
- Experience of HR administration, payroll processes and HR Systems.
- Proven experience on delivering high quality results with a strong focus on customer service.
- Excellent IT skills and a good comprehension of system processes.
- Excellent communication and interpersonal skills with the ability to maintain excellent working relationships with key stakeholders.
- Ability to demonstrate a high level of problem solving.
- Strong focus on teamwork and partnership with all stakeholders
- Ability to identify innovation opportunities and adaptability.
- The successful individual will demonstrate a high level of initiative, interest and energy, with an ability to deal with both complex and high volume activities.
- Experience in the use of the COREHR/People Management or other HR systems.

### ***Ideal***

- CIPD membership.
- A record of success of working in a similar role within a Human Resources Department.
- Experience of providing HR and HR systems assistance within a public sector environment, ideally within higher education.