



**JOB DESCRIPTION**  
**HR General Office Team Lead (Professional 5)**  
**Human Resources Department**  
**Permanent**

**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 Manager, the HR General Office Team Lead will work as part of the HR General Office team. The HRGO Team Lead in partnership with the HR General Office Team and HR Manager will deliver 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 General Office Team Lead post within the University, it is not an exhaustive list. The tasks assigned to the successful candidate 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 are not limited to the following:-

- Monitor and manage the accurate and timely HR input for the delivery of the payroll processes against agreed KPI's including the update of the employee master record on Core for starters, leavers, employee changes, increments, additional leave, family leave, bank holidays, balances and all other HR related processes.
- Identify opportunities for improvement across processes and procedures in the key areas of responsibility.
- Implement and deliver KPI's for staff contract generation, salary increments, additional leave, family leave, salary certificates, HR Reporting and all aspects of the relevant HR processes and procedures.
- Manage the delivery of quality, accurate and timely documentation to employees to agreed standards and KPI's.
- Ensure compliance with audit requirements relating to HR and payroll processes and procedures.
- Work in partnership with the HR Generalists to manage the allocations of the SRA's on a daily basis and prioritise when required.
- Monitor KPI's against plan, identify opportunities for improvement and address any challenges accordingly.
- Monitor and manage the relevant trackers to the established KPI's.
- Deliver reporting and analysis on a weekly basis to the HR Manager in line with the agreed KPI's.
- Ensure robust forward planning and delivery for the team in terms of cover in all areas and address accordingly.
- Manage and assist with employee activities associated with the HR & Payroll processes including on boarding and off boarding processes.
- Ensure compliance of all relevant employee documentation is stored on the HR System Therefore.
- Manage the HRGO and Reception teams and all associated duties.
- Deliver regular coaching sessions to members of the HRGO and reception teams to empower and assist the team development.
- Deliver and support regular development sessions with the HR General Office and reception teams in line with the Professional Development Framework.

- Plan regular meetings with the HR Generalists and provide assistance where necessary.
- Leads by example and takes ownership for the delivery of various projects or elements of projects to the required standard and quality in conjunction with HR Management.
- Deliver high quality, accurate HR Reports to the relevant stakeholders on a timely basis where required.
- Monitor and manage reception and the reception team in the Glasnevin Campus, St. Patrick's Campus and HR Reception to ensure a high level of customer service to all stakeholders.
- Monitor and manage the facilities in line with the HR Receptionist to ensure compliance to agreed standards.
- Ensure action to any HR queries from the ASKHR mailbox or requests directly from employees and key stakeholders within the University are addressed in line with the KPI's.
- Provide a high level of customer service to all employees, visitors and the general public within the area of remit.
- Ensure employee information is dealt with discreetly and confidentially at all times across the team.
- 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***

- Primary Degree or equivalent in a relevant area.
- Must have a minimum of 3 years' relevant experience.
- Experience of HR administration and payroll processes.

#### ***Ideal***

- CIPD membership.
- Excellent organisation skills and attention to detail.
- A record of success of working in a similar role within a Human Resources Department.
- Experience of providing HR assistance within a public sector environment, ideally within higher education.
- Experience in managing and developing effective teams.
- Excellent IT skills.
- Experience in delivering against KPI's and strict deadlines
- Experience in the use of COREHR/People Management.
- The successful candidate will demonstrate a high level of initiative, interest and energy, with an ability to deal with both complex and high volume activities.
- Proven experience delivering high quality results with a strong focus on customer service.
- Excellent communication and interpersonal skills with the ability to maintain excellent working relationships with key stakeholders.
- Ability to demonstrate a high level of initiative.
- Strong focus on teamwork and partnership with all stakeholders.