



## **JOB Description**

### **Human Resources Operations Manager - Administrator 11**

#### **Human Resources Department**

#### **Permanent Contract**

#### **Introduction**

Dublin City University [www.dcu.ie](http://www.dcu.ie) 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 and Transformation', it is committed to the development of talent, and the discovery and translation of knowledge that advances society and the economy. DCU is the Sunday Times Irish University of the Year 2021.

The University is based on three academic campuses in the Glasnevin-Drumcondra region of north Dublin. It currently has more than 18,000 students 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 creating a transformative student experience, and its positive social and economic impact. This exceptional commitment on the part of its staff and students has led to DCU's ranking among the top 2% of universities globally. It also consistently features in the world's Top 100 Young Universities (currently in QS Top 70 Under 50, Times Higher Top 150 Under 100).

DCU is placed 84th in the world, in the Times Higher Education University Impact Rankings – measuring higher education institutions' contributions towards the UN Sustainable Development Goals. Over the past decade, DCU has also been the leading Irish university in the area of technology transfer, as reflected by licensing of intellectual property.

#### **The Human Resources Department**

The Human Resources function builds and supports an environment and culture in which staff can develop, flourish and contribute to the achievement of DCU's goals. The Department supports the attainment of objectives outlined in the DCU Strategic Plan 2018-2022 including the evolution of our staff community and shared culture ('Our DCU').

Our DCU outlines the University's ambitions for a shared culture that enables us to flourish, for professional and social connection, for dialogue where we share information and views, for recognition of our contribution and achievements, and for our personal and professional wellbeing.

In order to deliver on these objectives, the Department 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 HR Deputy Director, (Operations & Employee Relations), 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.

### **Role Objectives**

The key objectives of the role are as follows:

- Ensure the delivery of a comprehensive HR service to key stakeholders across the university, encompassing all aspects of the employee lifecycle
- Drive the talent management agenda across the university by promoting and enabling the recruitment, selection and retention of key talent
- Enable the Agile Workforce agenda by liaising with key stakeholders in enabling all resource planning activities
- Operate as a key driver in the performance management agenda by supporting key stakeholders across the university in learning and development and employee relations activities
- Assisting colleagues across the HR Department in multiple and diverse initiatives

### **Duties & Responsibilities**

The duties and responsibilities of this post will include, but are not limited to the following:

#### **Team Leadership**

- Manage, develop and motivate a team of HR Professionals and administrative support to provide a comprehensive and professional service to Heads of School, Units and Campus Companies and their staff on all HR related matters
- Manage and assist the HR Team Lead in ensuring the HRBP support team provide proactive, professional and effective support to the HR Business Partners
- Work closely with the HR Team lead in enhancing leadership capability both in the Team Lead role and the team as a whole

#### **Talent Management**

- Review, re-design and implement an improved Recruitment & Selection policy and associated process
- Assist in the implementation of E-Recruit and the associated Vacancy Approval module
- Regularly review the effectiveness of service delivery in relation to recruitment and selection and adjust to meet changing needs when required
- Work with key stakeholders within the HR Department and university in improving the recruitment and selection experience for candidates
- Explore new and innovative ways in attracting top talent

#### **Resource Planning**

- Support the ongoing development of the Agile Workforce agenda by working closely with the HR Deputy Director and Resource Planning Manager in delivering on all

resource planning activities. This will include including linking mako data and budget committee management.

### **Stakeholder Management**

- Act as a point of contact for all stakeholders when issues escalate above HR Business Partner level
- Provide comprehensive HR support to selected business units within the university
- Regularly liaise with stakeholders across the university to assess, review and improve the level of service delivered by the HR Operations team
- Act as a trusted advisor and coach to University line management, supported by HR business partners, recommending enabling solutions to anticipated challenges
- Provide comprehensive support to the HR Director and Deputy Director on any related matter
- Operate as HR Business Partner for HR

### **Performance Management**

- Enable the HR Business Partners to liaise with line managers in identifying key talent and learning and development needs and liaising with learning and development in ensuring these needs are delivered
- Enable the HR Business Partners to support managers in dealing with local level employee relations issues such as difficult conversations and conflict resolution
- Directly support line managers in dealing with local level employee relations issues
- Assist the ER function in dealing with both local level and escalated ER cases

### **Other Duties**

- 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 procedure
- Ensure that HR policies and practices are pragmatic, user friendly and meet the needs of both the University and its stakeholders
- Partner the HR Deputy Director 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 quality of communication and level of visibility and relevance of the HR strategy amongst all key stakeholders

### **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
- Extensive 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 various HR systems including personnel databases and recruitment management

**Person Specification**

The successful candidate will:

- Have the ability to develop and maintain excellent working relationships. They will be flexible and demonstrate a high level of initiative, interest and energy with an ability to deal with high volumes of activities
- Be comfortable in advising and assisting line managers, even in situations where difficult conversations are required
- Be comfortable in managing multiple priorities in all periods, including those of high pressure
- Have a strong desire to develop colleagues within the team to meet their maximum potential
- Be curious and eager to learn and demonstrate ability to navigate ambiguous situations

**Essential Training**

The post holder will be required to undertake the following mandatory compliance training: Equality, Diversity & Inclusion, Freedom of Information, GDPR, Interview Skills and Unconscious Bias and other relevant training, which may arise.