Level: Developing/Skilled

Transactional HR Grade 5

Typical roles: HR Administration, Payroll Support, Workplace Health Administration

Transferable skills and competencies

FOLLOWING INSTRUCTIONS AND PROCEDURES

ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES

WORKING WITH PEOPLE

(see pages 46-47)

Experiences

Activities and responsibilities likely to be required when working at this level

First point of contact for general queries, providing excellent customer-focused support to colleagues in faculties/ department (e.g. MyView updates and systems support, P60s, payslips); using face-to-face, phone and email communication, escalating appropriately; checking key documentation (e.g. GP certificates), archiving and uploading HR documentation to personal files; preparing standard letters and templates (e.g. references, changes to appointment); accurately collating and updating management information as instructed within set parameters (e.g. starters/ leavers lists); checking compliance with employment policy, escalating where necessary; working to agreed targets within set timeframes to deliver an efficient service; entering data accurately (e.g. payroll, forms 6&7).

Personal and professional development

Development options to consider when working towards this level

On the job learning

Taking opportunities to have formal interaction with customers e.g. answering calls and greeting visitors formally; doing data entry work with systems to develop systems understanding and knowledge; gain experience of working in an organised and accurate way within set deadlines.

Learning from others

Learning from colleagues about what good customer service looks like through job shadowing/ mentoring. Gain experience of working in formal or informal teams and supporting colleagues collaboratively.

Formal learning

Basic Microsoft Office usage.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 48-49).
For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working

Level: Developing/Skilled

Transactional HR Grade 6

Typical roles: Administration Support for HR/EDI/ or Staffing, HR Service Advice, IT and Data Coordination

Experiences

Activities and responsibilities likely to be required when working at this level

Acting as a key contact for general issues arising in the area of responsibility; understanding, applying and communicating standard policy; providing relevant and timely advice to colleagues around standard issues (e.g. probation queries, advice relating to implementation of policies); managing team workloads and monitoring delivery against set timeframes, escalating risks and issues where appropriate (e.g. following policy to provide a reasonable adjustment; oversight of temporary staff); providing on the job training for team; maintaining compliance with processes and procedures; keeping colleagues informed about progress and managing expectations; supporting the team to focus on customer needs and expectations; understanding and role-modelling best practice and customer service excellence, and acting as an ambassador for the team.

Personal and professional development

Development options to consider when working towards this level

On the job learning

Gain experience in discreetly dealing with sensitive data; take opportunities to start to provide and communicate advice to customers (verbal/written); gain experience in supporting new team members to be successful; gain a broad understanding of and familiarity with statutory regulations and UCL policies - and how they might impact the work of the team.

Learning from others

Volunteer to engage in different groups outside of direct team (e.g. Green champion). Take on roles within the department outside of existing responsibilities (e.g. First Aider/fire marshal). Join a relevant UCL Community of Practice, ideally as a member of a working group. Volunteer to shadow a more senior member of staff in order to be exposed to different working challenges.

Formal learning

Consider CIPD (Chartered Institute of Personnel and Development) Level 3 or equivalent. Gain confidence working with excel tables and database management.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 48-49).
For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working

Transferable skills and competencies

ADHERING TO PRINCIPLES AND VALUES

PLANNING AND ORGANISING

DEVELOPING RESULTS AND SETTING CUSTOMER EXPECTATIONS

(see pages 46-47)

Level: Independent

Transactional HR Grade 7

Typical Roles: Senior HR/Staff Administration, Payroll Supervision, Workplace Health Management, Occupational Health Nursing

Transferable skills and competencies

FOLLOWING INSTRUCTIONS AND PROCEDURES

ACHIEVING PERSONAL WORK GOALS AND OBJECTIVES

WORKING WITH PEOPLE

(see pages 46-47)

Experiences

Activities and responsibilities likely to be required when working at this level

Working independently and taking responsibility for decisions in a particular area (e.g. within a department); developing in depth knowledge of policies and procedures and awareness of employment/equality law that they are based on; providing non-routine advice to colleagues (e.g. interpreting policy outside the usual course of employment); sign off forms 6 and 7; providing administration support for HR related meetings, drafting correspondence and taking, writing up and distributing notes – including informal ER meetings (e.g. disciplinary/ grievances); providing updates and reports for senior management, including interpreting data and giving insights and providing information for senior decision-makers; coming up with ideas for problem-solving through continuous improvements, escalating for more significant changes; providing input into HR-related meetings, providing advice on non-standard issues or those with no explicit policy guidance; taking responsibility for checking, preparing and administering detailed paperwork for complex HR related meetings (e.g. formal ER meetings, senior academic promotions); supervising and coaching staff, potentially line managing depending on context; escalation point of any issues relating to temporary staff working within the area; reviewing service delivery processes to maximize efficiency; influencing how the team works and how services are delivered within the context; building collaborative relationships with peers and stakeholders across the organisation. *Where practising clinical service delivery a nursing qualification is required.

Personal and professional development

Development options to consider when working towards this level

On the job learning

Gain experience of providing administration support for HR related meetings (e.g. Disciplinary/grievances); take opportunities to develop confidence in providing advice and information to customers; seek out opportunities to deputise for your manager in the team and as a representative in a senior stakeholder meeting; engage in thinking about process and service improvements and coming up with innovative and practical suggestions; gain experience in basic data analysis and reporting; finding opportunities to support the team (e.g. training /induction for new staff members).

Learning from others

Getting involved in wider change programmes outside of own area. Taking on additional responsibilities (e.g. Well-being champion) in order to engage with different groups dealing with broader HR-related issues across the piece. Seek out a mentor in the field. Buddy new team members. Spend time understanding distinct customer groups and needs.

Formal learning

Attend early management training and self-led learning e.g. through LinkedIn Learning Consider CIPD (Chartered Institute of Personnel and Development) training at level 5 or equivalent.

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 48-49).
For Ways of Working indicators and steps to development please refer to the Ways of Working website www.ucl.ac.uk/human-resources/policies-advice/ways-working

Level: Advanced

Transactional HR Grade 8

Typical Roles: HR Business Partnering, HR/Staffing Management

Experiences

Activities and responsibilities likely to be required when working at this level

Leading a team to promote institutional-wide HR policies and practices within an area of responsibility; being accountable for and managing HR-related activities (e.g. appraisal roll-out, data reporting); signposting centres of expertise for specific issues (e.g. talent, recruitment, development); managing Occupational Health referrals and putting any follow-up actions in place; role modelling behaviour that promotes dignity at work principles. Managing budgets and people; managing performance; driving team performance while ensuring team have the time and resource to deliver and develop; accountability for team outcomes (e.g. meeting timeframes, services expectations); identifying and acting to deliver potential improvements in policy and practices, Providing early resolution of issues arising (e.g. mediation) to avoid formal processes; investigate or support investigation of formal ER case work (e.g. performance management, sexual harassment); working with stakeholders on HR-related projects and issues across UCL (e.g. Equality Diversity and Inclusion, Occupational Health and Wellbeing) collaboration; ensuring that the team are prepared and resourced to deliver excellent customer service instigate meetings; managing external relationships; contribute to decision-making at a senior management level, providing advice and support to senior staff and managers around complex issues.

Personal and professional development

Development options to consider when working towards this level

On the job learning

Seek opportunities to practice budget management (e.g. training budget) and resource management (e.g. identifying trends and gaps in teams); gain opportunities to handle more complex customer issues and queries – using own initiative where set policies do not exist; gaining confidence and experience in challenging and influencing senior stakeholders.

Learning from others

Taking a leading role in a relevant UCL Community of Practice. Participate in working groups or networks that produce recommendations to senior groups for changes. Playing an active part in external networks (e.g. CIPD (Chartered Institute of Personnel and Development), UCEA (Universities & Colleges Employers Association). Engaging with external suppliers and providers.

Formal learning

Attend basic budget management training or self-led learning (e.g. through LinkedIn Learning). Gain advanced Excel skills (e.g. pivot tables). Seek out management and leadership development to include people interactions such as 'Difficult Conversation). Attend training for formal conversations (e.g. disciplinary/grievances)

UCL Ways of Working

These describe expected behaviours in line with UCL culture and values (see pages 48-49).
For Ways of Working indicators and steps to development please refer to the Ways of Working website
www.ucl.ac.uk/human-resources/policies-advice/ways-working

Transferable skills and competencies

LEADING AND SUPERVISING

PERSUADING AND INFLUENCING

COPING WITH PRESSURE AND SETBACKS

(see pages 46-47)