

DEPARTMENT FOR CONTINUING EDUCATION

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Job Description and Selection Criteria

Job title	Head of Human Resources and Deputy Administrator
Department	Continuing Education
Location	Rewley House, Wellington Square, Central Oxford Ewert House, Summertown, Oxford
Grade and salary	Grade 9: £52,815 - £61,198 per annum
Hours	Full-time
Contract type	Permanent
Reporting to	Director of Finance and Administration
Vacancy reference	171953

The role

The Head of Human Resources and Deputy Administrator is a key role within the Department for Continuing Education (OUDCE). You will be responsible for the strategic and operational management of human resources in the Department, leading a team of seven to ensure that the Department delivers a people-focused, best-practice service that is in line with University policy and UK law. As a senior member of the Central Services team in OUDCE, you will provide advice and guidance on Department-wide projects and strategic change initiatives from an HR perspective and help shape and deliver OUDCE's strategic objectives.

Part of the remit of the role will be to sustainably grow the HR team within the Department as OUDCE undergoes a period of change, delivering its Lifelong Learning Portfolio Project. The key foci of this growth will be to ensure capacity and build resilience within the HR function, as well as embedding a culture that embraces development and equality, diversity and inclusion.

You will also be expected to support and deputise for the Director of Finance and Administration (DFA) in any areas of their responsibility, including, but not limited to, academic administration, financial systems, central budgets, premises, IT systems, the Residential Centre and the Technology-Assisted Lifelong Learning unit, as well as for leading strategic initiatives and advising the Director of OUDCE on issues relevant to the whole Department.

The Department for Continuing Education (OUDCE) has recently defined its [mission, vision and values](#). These set out what we do, how we work, and what our ambitions are. Our intention is to become a global centre of excellence for lifelong learning, and to provide access to Oxford's unique and world-leading resources through flexible and inclusive opportunities for study and research. As Head of Human Resources and Deputy Administrator, you will have a vital role to play in enabling OUDCE to live its mission, vision and values.



Responsibilities

HR leadership and strategy

- Lead the HR function of the Department, including line management and professional development of four direct reports.
- Lead the development, implementation and maintenance of consistent and high-calibre HR practices, policies and systems across the OUDCE, in collaboration with the DFA, the central University and other relevant stakeholders.
- Shape and drive OUDCE's HR strategy, developing and implementing local policy and initiatives to enhance departmental effectiveness in line with the policies of the Department and the University's People Committee.
- Working with the DFA, create a professional services strategy to develop and effectively deploy the Department's professional services staff to best support the academic mission of the Department.
- Play a key role in strategic thinking and the management of change within the Department, ensuring successful change management and developing strategies to improve the provision of service to our student and customer base.
- At University level, represent OUDCE at committees, communities of practice and user groups, contributing to the development and/or implementation of personnel policies, procedures, or systems.
- Horizon-scan for future legislative developments and changes in University HR policy, and funders' requirements in respect of all aspects of recruitment and employment and assess the potential impact on OUDCE.
- Work closely with the Finance Manager to ensure that staffing needs are met whilst maintaining a healthy financial position for OUDCE.

Operational HR and service delivery

- Oversee the full range of HR generalist activities within OUDCE and ensure that these are effectively communicated within the Department.
- Manage the administration of senior academic appointments in the Department and the HR processes relating to their recruitment, initial period of appointment, reviews, sabbaticals and academic appraisals. As Continuing Education is a stand-alone Department this is done without support of a divisional office.
- Lead in the use of IT in personnel systems and processes, with responsibility for the appropriate use of PeopleXD in the Department, including liaison with the HR Systems team to ensure that OUDCE has a strong voice with regards to system changes and enhancements. Ensure that appropriate checks and measures are in place to support accurate and timely monthly payroll changes.
- Ensure that the HR-related sections of the OUDCE website and intranet are fully informative and accurate
- Lead on the provision of professional development in OUDCE, responding to needs identified through Professional Development Reviews, staff surveys and OUDCE's strategy, liaising with line managers and external stakeholders as appropriate.
- Working closely with the senior colleagues, advise and influence within the OUDCE to ensure that professional staff management practices are consistently applied across the Department.
- Set up and lead a centralised Tutor Management service within the Department that ensures consistency and compliance in the appointment, contracting, payment and development of this cohort.

Employee relations

- Provide mediation in the management of conflict within teams to avoid the raising and escalation of grievances and other cases.
- Oversee complex employee relations cases, providing guidance to managers and HR staff and liaising with the University's HR teams.

- Act as a point of contact for personnel and welfare issues and manage issues using the appropriate policies in consultation with Personnel Services and Occupational Health.

Support for the Director of Finance and Administration

- Provide high-level support to the DFA, including, but not limited to:
 - Carrying out research, provide assistance and make recommendations concerning strategic and operational issues.
 - Dealing with, and progress matters, on behalf of the Director of Finance and Administration.
 - Drafting and reviewing policy documents, reports and communications.
- Deputise for the DFA and provide cover during their absence.
- Assist the DFA in regard to their various work on strategic projects. This may involve any aspect of their work including, but not limited to finance and financial systems, IT systems, premises and maintenance, space management, health and safety, security, the Residential Centre and Technology-assisted Lifelong Learning. Duties in this regard include web research, reviewing documents, attending and holding meetings on behalf of the DFA.
- Assist the DFA in regard to their work as ex officio Departmental Data Protection Officer:
 - Be aware of legislation and University policy, and their relevance to OUDCE.
 - Manage the data held within the Central Services office within the terms of the Data Protection Act and the guidance provided by Personnel Services.
 - Disseminate information and respond to staff queries.
 - Liaise with the University Data Protection Officer as necessary.

Buildings and facilities management

- Lead in planning and optimisation of the use of space, including refurbishments and allocation of existing space, as well as any office moves required as part of this.
- Support the DFA, in conjunction with the Department's Health and Safety Officer, in the provision of workplace Health and Safety and safe working practices for staff, students and visitors.
- Lead on the provision of Display Screen Equipment checks.
- Oversee the provision of office equipment, ensuring value for money.
- Manage premises-related emergencies (during and outside normal office hours).
- Act as emergency key holder for specified buildings (i.e. on "call-out" list).
- Ensure emergency procedure information is current and disseminated (including contacts, evacuation procedures and asset protection).

Other duties

- Undertake other duties as may be required from time to time that are commensurate with the grade and responsibilities of the post.

The Department runs courses and hosts students and guests outside of normal office hours, including evenings, weekends and bank holidays. There is an expectation that staff will work additional hours when required, to support the smooth running of the Department and its activities.

Selection criteria

Essential selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered (marked with 'x'):		
		Shortlisting	Practical Exercise	Interview
E1	Educated to degree level or equivalent professional experience	x		x
E2	CIPD qualified to at least Level 5 or equivalent demonstrable professional experience.	x		x
E3	Demonstrable and substantial previous experience as a senior HR Manager in Higher Education/Education/NHS/the public sector	x		x
E4	An in-depth working knowledge of UK employment law, with the ability to understand and interpret policy	x		x
E5	A significant track record of successfully managing complex employee relations issues	x	x	x
E6	Operating within the approved delegated authority level, be an effective decision maker, ensuring HR matters are dealt with in a manner consistent with University framework, policy and procedure	x	x	x
E7	Demonstrable ability to think strategically and to analyse complex issues, including the capability to develop and implement appropriate strategies and policies, delivering workable, practical and long-term solutions	x	x	x
E8	Demonstrable experience of managing change and being able to bring colleagues along in response to changing needs	x		x
E9	Ability to analyse complex situations and generate concise, understandable evaluations and opinions, orally and in writing	x	x	
E10	Excellent interpersonal, advocacy, persuasion and influencing skills	x		x
E11	Tact and discretion when dealing with sensitive and confidential information and the resilience to balance competing demands under pressure	x	x	
E12	Proven ability to lead, motivate and manage individuals	x		x
E13	Highly developed IT skills, including MS Word, Excel, PowerPoint and databases	x		

Desirable selection criteria

Ref.	Criteria	Stage of the recruitment process when criteria will be considered:		
		<i>Shortlisting</i>	<i>Practical Exercise</i>	<i>Interview</i>
D1	CIPD qualified to Level 7 or equivalent demonstrated professional experience	x		x
D2	Advanced knowledge of PeopleXD (the University's HR system)	x		x
D3	Significant practical knowledge of the University of Oxford, its policies and procedures	x	x	x

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at:

<https://www.jobs.ox.ac.uk/pre-employment-checks>

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

Department for Continuing Education

The Department for Continuing Education is one of the University's largest departments and every year has circa 15,000 student enrolments on its courses and programmes. Our main areas of work are in continuing and professional education, and we engage with individuals and organisations locally and globally. The Department is headed by the Director, and the Senior Leadership Team. There are over 200 members of staff in the Department. Departmental facilities include a Residential Centre (with a hotel and catering operation), Common Room, Library, Lecture Theatre and a range of teaching and computing rooms, many with state-of-the-art facilities for hybrid

teaching. We have a dedicated online course production unit, Technology-Assisted Lifelong Learning (TALL), which specialises in course development and consultancy.

For more information please visit: www.conted.ox.ac.uk.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly

personnel@conted.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme which is available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We have excellent childcare services, including five University nurseries as well as places at many other private nurseries. See <https://childcare.admin.ox.ac.uk/>

We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities for dependants of all types. See <https://hr.admin.ox.ac.uk/my-family-care>

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>

Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>