

JOB DESCRIPTION

Vacancy reference:	SRF 35397
Post Title:	Campus Jobs Deputy Manager
Grade:	Grade 5
School/Department:	Human Resources
Reports to:	Campus Jobs Manager
Responsible for:	N/A

Purpose

To assist in the running of the professional, highly visible Campus Jobs service. Campus Jobs coordinates the recruitment of the majority non-substantive vacancies (student and temporary roles) across the University and manages the worker life cycle. Jobs where possible will be filled by University of Reading students, where this is not possible the roles will be filled by Campus Jobs workers who are non-students.

Main duties and responsibilities

1. Work with recruiting managers from across the University to fulfil their non-substantive recruitment needs.
2. Advise recruiting managers on the most appropriate recruitment solutions, whilst ensuring that the University operates within the stringent employment law governing student working.
3. Assist Recruiting Managers in Schools and Services, providing assistance in tailoring generic job descriptions and ensuring that assignments are paid at the appropriate level.
4. Act as the first point of contact for Campus Jobs HR related queries, including reasonable adjustments, worker discipline and sickness/absence. Referring complex queries to the Campus Jobs Manager, a HR Adviser or a Payroll specialist as appropriate.
5. Deliver outstanding customer service to students, which contributes to enhancing their employability.
6. Deliver end to end recruitment campaigns, demonstrating excellent customer service to recruiting managers at all times. Develop specialist candidate pools to meet reactive demands, for niche roles, typically targeted at non-students. Work with recruiting managers to develop marketing campaigns for large scale (100+) recruitment for Open Day, Bars & Dining, and Student Ambassador Teams.
7. Responsible for the issuing of both casual work and assignment offers for all workers in line with set procedures. Ensure the service complies with the law on the prevention of illegal working by conducting the necessary right to work document checks.
8. Line management responsibility for the Campus Jobs Helpdesk Assistants (5 student workers, approximately 0.8 FTE in total). Ensuring that spend on the Helpdesk Assistants remains within agreed budget and work allocation reflects the peaks and troughs of the academic year.
9. Contribute to Welcome Week and other student focused events, to promote the service effectively to students.

10. Actively maintain up to date knowledge of trends and developments in student employment, recruitment markets, employment law and business needs.
11. Work closely with the Careers Service to offer a seamless service to students with their CV and job applications.
12. Collect and collate data from Campus Jobs systems and elsewhere, analysing data (where appropriate) and providing it to HR colleagues or internal customers when required.
13. Build and maintain good relationships with key colleagues in HR and Careers to support the day to day running and longer-term development of the Campus Jobs Service.
14. Use specialist software systems in support of the day-to-day service delivery. Identifying system issues, reporting them to HR Systems or external software providers, developing short-term workarounds and working with colleagues/contacts to find a final resolution to the issue. Collaboratively working with IT and external software providers in order to achieve full utilisation and efficiency of the Campus Jobs systems.
15. Maintain in-depth working knowledge of the data integrations between Campus Jobs systems and payroll systems, including re-starter process, leaver processes and integration errors.
16. Facilitating the transfer of best practice between users of the Campus Job Service in both formal and informal environments.
17. Create and maintain internal process documentation and the updating of externally facing process/policy documents, utilising specialist knowledge of service procedures and/or systems.
18. Actively participate in HR and Careers projects to improve the worker and student experience.
19. Ensure continuing professional development, attending relevant learning events as appropriate.
20. Any other duties as may be assigned reasonably by the Campus Jobs Manager or Assistant Director of HR

Supervision received

The post-holder reports to the Campus Jobs Manager, but will be expected to work with minimal supervision. The post holder and Campus Jobs Manager will agree objectives as appropriate. They are expected to manage their own time and set their own work schedule to meet the requirements and objectives of the post.

Supervision given

5 x Campus Jobs Helpdesk Assistants (grade 3), equivalent to 0.8 FTE in total

Contact

Internal contacts including Recruiting Managers from across the University, HR and Careers colleagues

External contacts including staff members at other universities completing similar roles.

Terms and conditions

Full time, Fixed term, Grade 5

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed: 12/05/2021

PERSON SPECIFICATION

Job Title	School/Department
Campus Jobs Deputy Manager	Human Resources

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Strong interpersonal skills with the ability to build effective working relationships • Tact and diplomacy • Strong organisational skills, with the ability to work effectively on multiple activities and prioritise workload • Good numeracy and literacy skills • Good time management and organisational skills • A high degree of computer literacy • Good communication skills, both verbal and written • Excellent customer service skills • Have a strong eye for detail with the ability to work quickly and accurately • Ability to work independently and as part of a team 	<ul style="list-style-type: none"> • Project management experience • Knowledge of using HR/Recruitment systems to recruit and employ staff • Ability to influence others including colleagues, internal and external suppliers and customers
Attainment	<ul style="list-style-type: none"> • Educated to 'A' level or equivalent • Evidence of willingness to update skills and knowledge through training, personal development and study 	<ul style="list-style-type: none"> • Degree or equivalent
Knowledge	<ul style="list-style-type: none"> • Knowledge of administrative systems and processes for employing staff within legal frameworks 	<ul style="list-style-type: none"> • Knowledge of UKVI eligibility to work requirements • Knowledge of current employment law • Knowledge of current Higher Education employment issues and trends

Relevant Experience	<ul style="list-style-type: none"> • Strong administrative experience in a role that manages and coordinates activities. • Experience of supporting a colleague to use a new system • Experience of working in a busy office environment in a customer facing role • An understanding of employment processes and procedures including recruitment, right to work in the UK and safeguarding 	<ul style="list-style-type: none"> • Experience coordinating temporary recruitment activity • Experience working in a recruitment agency • Experience working in a large organisation • Experience of successfully improving processes • Experience of working in an HR or Recruitment function, demonstrating knowledge of interpreting policies and procedures and advising correctly • Experience of line management • Management of corporate social media accounts
Disposition	<ul style="list-style-type: none"> • Willingness to take on new challenges • An understanding for the necessity of confidentiality • A desire to increase the employability skills of students • Ability to work in partnership with a wide range of colleagues at different levels of seniority • Ability to work as part of a team 	

Completed by: Jay Russell

Date: 12/05/2021