



The  
University  
Of  
Sheffield.

About  
The  
Job.

## Human Resources Professional Services

### HR Work Experience

#### Overview

The University is committed to developing a culture of excellence, collaboration, innovation, and respect throughout the University. The Department of Human Resources develops and implements dynamic and future facing employment strategies to support the University's aims.

Central to the success of the University are its staff and through ensuring that every staff member is valued for their individual contribution, we believe that we can create the right environment where every person can flourish. We contribute across all areas of the University's activity and work in partnership with colleagues to support them in their own work areas. The Department prides itself in working to high professional standards. The Department is organised on a business partnership model with aligned teams working with dedicated business units, with specialists providing dedicated support in functional and thematic areas.

The Department has received national acclaim for its innovative and diverse work, winning the 2011 Universities Human Resources Award for Excellence in HR in Higher Education and the Times Higher Leadership and Management 2010 "Outstanding HR Team" Award. Recently we were awarded the Universities Human Resources Award for Exceptional HR Achievement 2012.

Further information about the Department can be found at [www.shef.ac.uk/hr](http://www.shef.ac.uk/hr)

Human Resources are offering two unpaid HR Work Experience opportunities to University of Sheffield students (current students or alumni). One of the opportunities will be based in the HR Operations team and the other will be based in the HR Organisational Development Team within Human Resources. The post-holders will have a keen interest in developing a career in Human Resources. Following successful completion of the work experience the post-holders will be provided with a reference.

The post in HR Operations will involve the administration of a full range of HR policies and procedures including recruitment and selection matters. The post in HR Organisational Development will involve contributing to a range of projects, for example undertaking benchmarking research and assisting with the preparation of project documentation. Both posts will provide a mix of; introduction to working life and Human Resources, work shadowing, as well as carrying out practical work. You will also be able to talk to staff in the department about careers in human resources. The two placements would particularly be of benefit to final year students.

#### Job Description

## Main Duties and Responsibilities

- Respond professionally to a variety of queries received in person, by phone and by email.
- Provide administrative support across the HR Operations or the HR Organisational Development team and wider department as needed, including using the Microsoft Office IT suite and other University systems and software as appropriate. Such support may include, for example:
  - preparation of letters and documents
  - receipt and sorting of mail
  - Diary management
- Analyse and interpret a range of statistical data, producing reports as required.
- Organise meetings, including room bookings, preparing and collating materials, taking minutes as required and ensuring appropriate catering and travel arrangements.
- Accurately record information of a highly confidential nature using a range of Microsoft Office applications.
- Work closely alongside and provide support to HR colleagues in order to achieve departmental objectives and deadlines relating to projects and day to day operational work across a broad HR agenda.
- Undertake research to support projects and work streams as directed, producing clear and accurate summaries and reports.
- Produce advertisements ensuring correct information is gathered and included and internal procedures are followed using the University's online e-Recruitment system.
- Liaise with advertising agencies and Jobcentre Plus regarding the placing of posts advising on the best options.
- Engage collaboratively with associated department such as Payroll and Pensions. Maintain internal databases and departmental filing systems including the scanning of post and other documents ensuring data is recorded accurately.
- Process interview expenses claims forms in line with University procedure.
- Any other duties as required.

## Person Specification

	Criteria	Essential	Desirable
	<b>Qualifications and experience</b>		
1.	5 GCSE passes at grade C or above (or have equivalent experience).	X	
2.	University of Sheffield student (either current student or alumni).	X	
3.	IT literate with Experience of using Microsoft Office (eg Word and Excel).	X	
4.	Professional personal presentation.	X	
5.	Experience of working in a busy customer facing environment and knowledge of customer service principles and practice.		X
	<b>Communication skills</b>		

6.	Excellent communication and customer service skills.	X	
7.	The ability to deal with visitors and enquiries in a friendly manner.	X	
<b>Team working</b>			
8.	Experience of working effectively in a team.	X	
9.	Experience of working across different teams.		X
<b>Personal effectiveness</b>			
10.	The ability to deal with confidential and sensitive information and situations appropriately.	X	
11.	Strong organisational skills, with the ability to prioritise work, meet deadlines, work on own initiative and operate effectively under pressure.	X	
12.	Flexible approach to work and ability to prioritise own workload.	X	
13.	Reliable and resilient in a busy environment.	X	
14.	The ability to work on own initiative to a high standard.	X	
15.	Able to maintain a high degree of accuracy during busy periods.	X	

## Further Information

These posts are for 10 days. Flexible delivery of the 10 days depending upon the candidate's study timetable, but options may include 1 full day each week or two half-days each week for up to ten weeks.

**Closing date:** Please apply as soon as possible.

### Confidentiality:

Please note that due to the duties of this post, the appointee will be required to read and agree to a confidentiality agreement.

### Informal enquiries:

For informal enquiries about this job and department, contact: Katrina Gillett on either [k.l.gillett@sheffield.ac.uk](mailto:k.l.gillett@sheffield.ac.uk) or 0114 222 1610 or Dan Newberry on [d.j.newberry@Sheffield.ac.uk](mailto:d.j.newberry@Sheffield.ac.uk) or 0114 222 1494.

## Selection – Next Steps

Following the closing date, you will be informed by email whether or not you have been shortlisted to be invited to participate in the next stage of the selection process.

It is anticipated that interviews will be held in October 2012 and we would be very grateful if candidates were able to hold this date should they be invited to attend. Full details will be provided to selected candidates.

Feedback will be offered to all unsuccessful candidates. For those who aren't offered an interview, a session will be arranged to give hints and tips on application and interview technique from an

employer's perspective. Candidates who are interviewed will be offered detailed feedback on their interview technique.

The University of Sheffield is committed to achieving excellence through inclusion

The University of Sheffield is proud to be a Two Ticks employer

<http://www.shef.ac.uk/hr/equality/support/twoticks>



Professional Services have achieved the Investors in People Standard.

