

Job description

Job title: HR (People) Generalist	Status: Fixed Term Contract, Full time, 37.5 hours per week
Team: People Team	Reports to: People Director
Main Location: London Bridge Study Centre with ability to work across all sites	Direct reports: None
Department: People Team	Departmental budget holder: No

Position purpose:

An exciting opportunity for an experienced HR (People) Generalist who will be responsible for an initial focus on recruitment processes and applying business knowledge and human resource expertise. He or she will assist in providing a wide range of HR support and advice. The successful candidate will have recruitment systems experience and will play a key role in the success of the organisation by offering guidance on recruitment, terminations, performance management, employee relations and HR best practises whilst facilitating a positive relationship between people and senior management.

Position accountabilities:

Accountability	Key activities
Service Delivery	<ul style="list-style-type: none"> Build and develop positive working relationships with managers and key stakeholders contributing to the operational success of the college. Achieve success through the integration of working practises from both the best of the private and public higher education sectors. Design and deliver the HR/People plans within client areas. Act as a conduit between Professional Service's and HR to ensure alignment of the Institution Strategy and Operational goals. Work with the long – term perspective/ambition in mind with significant scope to determine service solutions to meet business needs. Act as an agent for change in identifying opportunities and challenging the status quo, tackling ineffective and inefficient people practises to both continuously improve the employee experience and the effectiveness of the student journey. Ensure customer-focused HR service delivery excellence across the entire employee lifecycle, applying exceptional process and project management to enable effective and cost-efficient HR service delivery; provide the organisation with meaningful analytics to enable business improvement. Manage suppliers against service-level agreements, key performance indicators and contracts. Represent GSM London externally to build relationships and networks
Resourcing and Talent Management	<ul style="list-style-type: none"> Support Hiring Managers throughout the resourcing process, ensuring the best possible candidate experience and hiring of candidates who clearly demonstrate their capability and /or potential for the future.

Accountability	Key activities
	<ul style="list-style-type: none"> • Work with the Deans and Heads of Departments to identify talented individuals and key roles. Develop a succession planning and career development activity to build a pipeline of future lecturers /managers to ensure the Faculty's and Departments have the capacity to deliver against their objectives (in both the short and long term) and the standard is continuously raised. • Work with the business to ensure that the headcount budget is managed professionally and that plans to manage shortfalls are implemented.
Employee Relations	<ul style="list-style-type: none"> • Proactively support the development of employee relations policies and practices, working with sufficient flexibility to get to the right business outcomes. Take the lead on investigating and resolving employee relations issues such as grievances and disciplinary. Ensure any learning is acted upon. • To review and update policies and procedures to reflect changes in legislation and the changing needs of the college. To act as a resource for advice on changes in employment legislation and the recent effects of case law. • Various projects to support business needs focusing on policies and procedures, training needs analysis, apprenticeship programme, updating professional development review processes.
Organisation Design and Development	<ul style="list-style-type: none"> • Work with clients to ensure their organisational structure and operating practises are fit for purpose through the implantation of agreed overall organisation design principles and ensure opportunities for learning improvements and cost savings are optimised. • Identify organisational and individual capability requirements and align the people plan and processes to optimise effectiveness and achieve Faculty/Services/Organisational goals. Design interventions to drive the appropriate culture, behaviours, skills and performance and provide insight and leadership on change management, planning and implementation.
Performance & Reward	<ul style="list-style-type: none"> • Plan and implement agreed reward programmes within the college, which accurately reflect individual contribution and potential, recognising critical skills, capabilities, experience and performance. • Ensure that these reward systems are linked and supportive of other people activity such as performance management and staff engagement as well as market based, equitable (are non-discriminatory and actively encourage inclusivity) and cost effective.
Employee Satisfaction & Engagement	<ul style="list-style-type: none"> • Research and measure both staff satisfaction and employee engagement adopting multiple access channels to listen and understand employee feedback. • Develop proposals and plans that will step change the employee experience and improve staff satisfaction. • Work collaboratively with the marketing and resourcing team to increase the integration of college/ employer brand values.
All staff are required to:	<ul style="list-style-type: none"> • Adhere to all GSM's policies and procedures, including Equal Opportunities, Health and Safety, Data Protection; • Respect confidentiality: all confidential information should be kept in confidence and not released to unauthorised persons; • Undertake appropriate training and staff development as required

Accountability	Key activities
	<ul style="list-style-type: none"> Participate in GSM's Performance Review and Development Scheme

It is important to note that this job description is a guide to the work you will be required to undertake. It may change from time to time to meet the needs of the service. It does not form part of your contract of employment.

Key Performance Indicators

- Staff satisfaction and retention
- HR Operational plan and policies which support GSM London's vision and underpinning strategy
- Effective talent management
- Performance management policies which will support GSM's KPIs, including student progression, student satisfaction, employability, financial sustainability
- Effective use of management information
- Learning and Development to support growth and continuous improvement

Essential Qualifications and Experience:

- High calibre graduate
- Breadth of knowledge and business acumen obtained from 3-5 years of HR.
- Experience of a variety of industries, public or private sector, with exposure to growth businesses.
- Up-to-date practical application of current employment legislation.
- Leading and contributing to organisational development, and change.

Personal Qualities

- Professional and positive approach
- Self-motivated
- Strong in building relationships and able to communicate at all levels
- Team player and able to work on own initiative
- Dynamic and creative
- Continuous improvement in HR service delivery, efficiency, quality and output
- Strong commercial awareness with the ability to negotiate HR related commercial terms with clients