

TRINITY LABAN CONSERVATOIRE OF MUSIC & DANCE

PEOPLE SERVICES AND SYSTEMS OFFICER

FULL TIME, PERMANENT

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Conservatoire of Music and Dance

PEOPLE SERVICES AND SYSTEMS OFFICER

Contract: Full time, Permanent

Salary: £30,957 - £37,151 (Including LWA £3,842)

Trinity Laban Conservatoire of Music and Dance is a forward thinking, contemporary and world-class Higher Education Institution with a vision to redefine the conservatoire for the 21st century. At the leading edge of music and dance training, it provides specialist education of the highest quality, which reflects the increasingly collaborative world of artistic practice and supports the lifelong career development of students and professional performing artists.

We have an exciting opportunity for someone enthusiastic, committed and resilient to join the People Services Department.

The team is made up of 5 roles delivering a professional, high quality People Services function, reporting into the Head of People Services. This role requires someone creative, curious, solutions-focused and dynamic, who can respond to changing situations, for what is an important and demanding department.

You will provide support across all of the day-to-day elements of People Services (PS) providing an effective, efficient and engaging customer-focused PS service across Trinity Laban. The role will require a specialism towards systems and HR data and information. This will include analysing, maintaining and reporting on the data within the Human Resource Information System (HRIS), testing, amending and updating data as required. The successful applicant must be familiar with data management and have had experience of data cleansing, data protection and ideally had experience in supporting the implementation of an integrated HR/Payroll system.

As an equal-opportunities employer we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender identity and expression, religion or belief, marital status, or pregnancy and maternity.

Please note all applications submitted will be shortlisted anonymously by our recruiting panel, so please ensure that your name and personal details are not included to your supporting statement, otherwise we will not be able to consider your application.

If you think this might be just the job for you, please register an account with our recruitment system (or login if you have an account) and complete an online application form using the following link <https://jobs.trinitylaban.ac.uk/>

Closing Date: Sunday 5 December 2021 at 23:59 hours BST (No Agencies)

Interview Date: w/c 13 December 2021

For any queries about this position that are not covered in the job pack, please email Katerina Filosofopoulou, People Services and Resourcing Officer on staffrecruitment@trinitylaban.ac.uk.

All of our taught programmes are validated by Trinity Laban Conservatoire of Music and Dance. Research degrees are validated by City, University of London.

Trinity Laban Conservatoire of Music and Dance is a company limited by guarantee registered in England and Wales Company No. 51090. Registered Charity No. 309998.

JOB DESCRIPTION

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|----------------------|-------------------------------------|
| Post: | People Services and Systems Officer |
| Department: | People Services |
| Reporting to: | Head of People Services |
| Grade: | Grade 6 |

JOB PURPOSE

- To provide professional, high quality support for People Services (PS) across all day-to-day elements of the PS service, to provide an effective, efficient and customer-focused PS service across Trinity Laban.

MAIN DUTIES

- Assist with the management of HR systems
- Lead on the modification and creation of any aspects relating to the reporting of HR systems
- Assist in delivering systems administration and maintain and provide user support for the Human Resources Information System (Hr.net), e-Recruitment (Stonefish) and other applications
- Maximise the utilisation of HR systems to automate standard processes
- Assist with reviewing and documenting processes undertaken within HR and making recommendations for their development

Management of HR Systems and Reporting

- Proactively support, and contribute to, the ongoing development and improvement of the PS Management Information System.
- Ensure manual and electronic PS filing systems are maintained accurately, including hard copy personal files, the PS management information system, and local recording systems, in a timely fashion, including equality data.
- Using relevant reporting tools, ensure people management processes are instigated, tracked and monitored including, but not limited to; Right to Work checks, signed contractual documentation, fixed-term contract expiry's, probationary reviews, staff performance reviews, induction, and exit questionnaires/interviews.
- Maintain HR.NET self-service documentation with any changes in process
- Design and implement new workflows in line with the IT Department
- Resolve any system issues with the help of IT and the ADP support team using ADP's support system.
- Create and provide line manager training, training materials and guides relating to HR systems.
- Assist with the management of HR systems, as required, in terms of (but not limited to):
 - documenting the configuration of the systems and maintaining them codes, staff etc.,
 - adding, removing, or updating user account information and resetting passwords,

- Ensuring timely release of information relating to systems upgrades and changes to processes
- Generate, automate and produce operational reports and management information, adhering to defined templates and ensuring compliance with information security protocol
- Experience of contributing to national and sector-based questionnaires and surveys

Higher Education Statistics Agency

- Responsible for the preparation, collection, planning and completion of the Higher Education Statistics Agency (HESA) annual staff return.
- Ensure that starters and leavers are updated on the HESA return on a regular basis, ideally monthly.
- Responsible for inputting data on the HESA spreadsheet, understanding HESA instructions, validation and finally submitting and committing the HESA data on their (HESA's) system.
- Responsible for understanding changing HESA instructions, data collection needs and validating the data returned ensuring full and compliant submission is made via the HESA system
- The post holder is also responsible for maintaining and reviewing the HESA guidance document with any changes, for example, Data Futures.

Recruitment, Selection and Appointment Processes

- Provide support with the recruitment process from vacancy to induction, onboarding and probation processes as needed.
- Resolve all system issues and liaise with the supplier to facilitate this. Work with the system providers to add any new system functionalities to streamline the recruitment process.
- Act as the main point of contact to stonefish/eRecruitment Provider.

Job Evaluation

- Organise job evaluation panels on a regular basis and undertake evaluation as a trained Role Analyst.
- Ensure the Job Evaluation system remains up-to-date and current.
- Advise managers and employees on how the job evaluation process operates and how to complete a re-grade job evaluation form.
- Enact any payroll, contractual or procedural changes relating to re-grading's.

Project Work

- Lead, own and complete PS projects and support colleagues for project work and in relation to individual casework, including, but not limited to, taking minutes, and drafting correspondence, as directed by the Head of People Services.
- Design and write specifications for projects and procure relevant systems leading to testing, implementation. Ensure relevant communications are cascaded and relevant guides are written, training designed and delivered.

General

- Resolve staff and line manager queries from staff, referring more complex queries to colleagues as appropriate.

- Support on a monthly basis the payroll process and implement any Conservatoire-wide pay changes as required, updating the relevant systems to ensure accuracy.
- Support in advising managers and employees on maternity, paternity and shared parental leave entitlements, pay. Arrange meetings with expectant mothers prior to their maternity leave to establish the arrangements for annual leave, SML, ShPL, KIT days etc.
- Support with processing SMP/L, SPP/L and SPP/L, calculating and communicating, pay figures to the employee and payroll.
- Support with processing sick pay for different groups of staff members i.e HPT L&P dance, HPL Dance, HPT Music, Accompanist/musicians, admin and salaried academics.
- Prepare papers for, and minute, any Working Groups as required.

Others

- Produce reports for Trinity Laban Departments and colleagues for data submissions as required on behalf of the Institution and in respect of relevant personnel data.
- Assist with monitoring and reporting on sickness absence
- Ensure confidentiality of all personal information, using tact and discretion, in accordance with Data Protection legislation and guidelines.
- To be familiar with and operate under all regulations pertaining to the Conservatoire, including those relating to Data Protection, Freedom of Information.
- At all times to act with professionalism and integrity in the carrying out of any duties for and on behalf of Trinity Laban.
- At all times, be committed to Trinity Laban's Equality, Diversity and Access Policy.
- Adhere to all policies and procedures relating to Health and Safety in the workplace.
- Assist colleagues with the annual contract cycle project liaising with managers and staff and update systems accordingly.
- GDPR Steward

Professional Development

- Pursue professional development as appropriate, with the support of the Head of People Services.
- Undertake any staff development activity that may be appropriate to the post

CONSERVATOIRE VALUES:

All staff are expected to operate in line with Trinity Laban's Terms and Conditions for staff, which set out the principles of how we work together. More information about the Conservatoire's vision, mission and values is available at:

<https://www.trinitylaban.ac.uk/about-us/governance/our-vision>.

Trinity Laban has a no smoking policy on its premises.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the Conservatoire.

PERSON SPECIFICATION PEOPLE SERVICES & SYSTEMS OFFICER

| Education/Qualifications | Educated to degree level ideally in within HR | Essential | Application form |
|-----------------------------------|---|-----------|---|
| | CIPD qualified | Essential | Application form |
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| Experience | At least 5 years' experience in working within a human resources team/department, primarily in areas such as HR systems, management information and HR metrics. | Essential | Application form |
| | Experience of operating HR Information and Applicant Tracking Systems and databases to a high level and experience of using digital technology for a wide variety of HR services and activities | Essential | Application form |
| | Experience of organising and analysing large datasets, detecting and correcting errors, interpreting and reporting/presenting results in a meaningful way | Essential | Application form/ Interview |
| | Experience of working in the Higher Education sector would be beneficial | Desirable | Application form/ Interview |
| | Excellent oral and written communication skills with the ability to express ideas and information in a user-friendly, confident, organised and articulate manner | Essential | Application form |
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| Knowledge or Understanding | Adheres to confidentiality, including ability to handle sensitive and confidential information, and knowledge of Data Protection issues | Essential | Application form |
| | Experience of contributing to national and sector-based questionnaires and surveys | Essential | Application form/ Interview |
| | Experience of implementing, reviewing or upgrading HR systems. Open HR System knowledge is highly desirable | Desirable | Interview |
| | | | |
| Skills and Abilities | Good interpersonal skills (phone, email/letter, face-to-face) and the ability to deal with both external and internal customers professionally and confidentially | Essential | Application form/ Interview/ Presentation |
| | Ability to meet deadlines, whilst progressing a number of different and separate tasks simultaneously | Essential | Application form/ Interview/ Presentation |
| | Ability to prioritise tasks and take ownership of workload | Essential | Test/ Interview |
| | Detailed knowledge of Microsoft Office applications, most especially Excel (i.e. pivot | Essential | Application form/ |

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| | tables, vlookups, etc.) | | Interview/ Presentation |
| | A strong attention to detail, producing outputs accurately and in a timely manner | Essential | Application form/ Interview. Presentation |
| | Ability to work both independently and as part of a team, including providing support to colleagues | Essential | Interview |
| | Planning and analysis - schedules activities according to deadlines and importance; liaises with various parties in diverse locations to organise activities | Essential | Interview |
| | Accountability - takes ownership of assigned tasks, honours deadlines and ensures timely delivery of outputs within defined cost and quality standard parameters. | Essential | Interview |
| | | | |
| Personal Qualities | A proactive and flexible approach to work | Essential | Interview |

Please note that it will not be possible for the Conservatoire to issue a Certificate of Sponsorship for successful candidates as we are awaiting further information from UK Visas and Immigration. Applicants will therefore need to be eligible to work in the UK or have limited leave to remain in the UK and associated right to work for the duration of their employment with the Conservatoire, in accordance with the Immigration, Asylum and Nationality Act 2006.

CONDITIONS OF SERVICE – SUMMARY AND STAFF BENEFITS

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| Contract: | Full-time, permanent subject to a 6-month probationary period. |
| Hours: | 35 hours per week, usually from 9.00 am to 5.00 pm Monday to Friday, (with a daily lunch break of one hour). |
| Location: | You will be based at the Faculty of Dance (Laban building, Creekside) but may also be required to work at the Faculty of Music (King Charles Court, Old Royal Naval college). |
| Salary: | Trinity Laban Staff Salary Scale, Grade 6, Incremental Points 22 - 29, £30,957- £37,151 p.a., inclusive of a London Weighting Allowance of £3,842 p.a. Salaries are paid on the last working day of each month direct into bank or building society accounts. |
| Holidays: | 25 days p.a. in addition to Statutory, Bank and Public Holidays. |
| Sick Pay: | Trinity Laban operates the Statutory Sick Pay Scheme, and staff may be eligible for benefits in excess of this under Trinity Laban's own sick pay scheme. |
| Pension Scheme: | The successful candidate, upon completion of their probationary period, will be eligible to join the Universities Superannuation Scheme. Employees contribute at the rate of 9.6% of their pensionable salary. The Conservatoire pays the Employers contribution currently at the rate of 21.1% of pensionable salary. |
| Staff Development: | A range of Staff Development opportunities are available. |
| Library: | The Laban Library & Archive (Faculty of Dance) and the Jerwood Library of the Performing Arts (Faculty of Music) are available for use. |
| Car Parking: | A limited number of parking spaces are available at the Laban Building, subject to availability. |
| Cafeteria: | Our Cafeterias/Licensed Bars at both sites serve a range of hot and cold drinks and snacks. |
| Events: | There is a wide range of music and dance performances each week, many of which are free to members of staff. |
| Classes: | Reduced rates access to Adult Classes. |
| Eye Care: | Vouchers for eye tests are available for VDU users. |
| Health: | Reduced rates for Health services and access to the Cash 4 Health plan. Details are available from the Health Department. |
| Cycle to Work: | A cycle to work scheme is operated. |
| Give as you earn: | A give as you earn scheme is operated. |

INFORMATION ON TRINITY LABAN CONSERVATOIRE OF MUSIC AND DANCE

Trinity Laban Conservatoire of Music and Dance is the UK's only conservatoire of music and contemporary dance. The unequalled expertise and experience of its staff, and its world class facilities housed in landmark buildings, put Trinity Laban at the forefront of vocational training in music, musical theatre, and dance.

Our history goes back to 1872 with the founding of Trinity College of Music in London. Trinity College of Music merged with Laban (founded in 1946) in 2005 to create Trinity Laban, now home to a creative and cosmopolitan community of students, teachers and researchers from around the globe.

We have a reputation for innovation and forward-thinking, and are focused on training students for life-long careers in our art forms. Each year we welcome over 1,000 students from over 60 countries to follow undergraduate, postgraduate and research programmes. Thousands more people enjoy music, dance and health activities as part of our lively performance and outreach programmes.

Our unrivalled roster of teaching staff includes respected academics, performers, composers and choreographers. Many of them are active researchers who push at the boundaries of their art forms, and extend our understanding of artistic and educational practice. We also welcome leading visiting artists, ensembles and companies from around the world, so our students benefit from working directly with today's top performers.

We work together in a number of outstanding locations, including the 17th-century Old Royal Naval College at Greenwich (a World Heritage Site), the Stirling Prize-winning Laban Building in Deptford, and the magnificent Grade II listed Blackheath Halls. Our world-class facilities include state-of-the-art practice rooms and dance studios, flexible performance spaces and internationally famous libraries. Students also have access to the cultural wealth of London, and regularly perform at its leading venues.

To find out more, visit trinitylaban.ac.uk