

# HR Coordinator

## Institute of Continuing Education

Closing Date: 12 May 2024  
Job Reference: EA 41410



# HR Coordinator

**Salary:**

£32,332 - £38,205

**Contract:**

Permanent

**Location:**

Madingley Hall

**Department:**

Institute of Continuing Education

**Responsible to:**

HR Manager

**Working pattern:**

Full-time (flexible working arrangements considered)

## Role Overview

The Institute of Continuing Education acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time matriculated Master's degree courses. ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present there are c. 8,000 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our activities primarily take place at Madingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Madingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

## Role Purpose

The HR Co-ordinator supports the HR Manager, along with the HR Administrators, in all matters relating to Human Resources administration including recruitment, the appointment process and contracting of the Institutes part-time tutors and various ad hoc duties relating to general administration. S/he is also responsible for providing advice to line managers in line with the University's policies and procedures, as well as assisting the HR Manager to make changes to and implement policies and procedures and ensuring these are communicated, understood and followed.



# HR Coordinator

## Main Duties

### *Human Resources administration*

- Ensure HR databases e.g. CHRIS up-to-date and reporting is timely
- Becoming an expert user of the Cambridge Casual Worker System (CCWS) to be able to advise others on appropriate use of the system for the contracting and payments for our Panel Tutors, whilst also maintaining and updating records relating to the tutors in Olympus and the CRM.
- Draft and implement new procedures as required e.g. updating Induction procedures.
- Take responsibility for co-ordination and distribution of probation paperwork and reporting.
- Take responsibility for co-ordination of sickness reporting and data including OHS referrals and long-term absences.
- Process all HR related invoices and reimbursement claims for interview candidates.
- Follow the End of Fixed Term Contracts procedure by consulting with, advising and supporting line managers before contract is due to end.
- Maintain HR Administration pages of the Intranet.
- Maintain HR Administration 'diary'/timetable and ensure organisation chart, joiners/leavers information etc. is up-to-date
- Ensure HR, including staff personnel, files are up-to-date and the archive maintained within retention policies.
- Carry out HR projects as delegated by the HR Manager e.g. contribution reviews, central NSI HR projects. Assist with other HR administration e.g. academic sabbatical paperwork
- Assist or deputise for HR Manager with formal HR meetings, e.g. organising meetings, taking notes
- Liaise with School HR Team, HR Amendment Team, CHRIS helpdesk and other central HR areas as required.
- Line manage HR Administrator

### *Recruitment*

Carry out a professional and comprehensive recruitment process for new, replacement and secondment positions:

#### ◇ *Preparation for recruitment:*

- With the recruiting manager, review and update role descriptions as appropriate and arranging for them to be graded;
- Draft strategic justifications and other documentation as required, to seek permission to recruit as necessary.
- Arranging Appointments Committees for new senior posts and for academic probation reviews.
- Liaise with TES the Universities Temporary Employment Service where short-term (under 9 months) resource is needed e.g. submitting requirements with the recruiting manager, advising on candidates where necessary and arranging informal interviews.
- Where TES cannot source a suitable candidate e.g. for specialist/technical role, liaising with external agencies.
- Where non-employee posts are involved e.g. workers, work experience etc. ensure correct procedures are followed.

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## ◇ Advertising:

- Draft further particulars and adverts for approval by the relevant recruiting manager, and HR Manager where necessary.
- Advise managers on suitable avenues for advertising including obtaining quotes where appropriate.
- Coordinate the sending of adverts to various advertising media via the central recruitment system (RAS).
- Be the first point of contact for all potential applicants making enquiries about vacancies

## ◇ Interviews:

- Oversee schedule of interviews including booking rooms, catering, equipment and arranging presentations and exercises. Assist recruiting managers in planning and preparing appropriate exercises.
- Preparing the selection criteria and advising recruiting managers on the selection and shortlisting process.
- Conducting interviews for staff with recruiting line manager, including drafting selection criteria and interview questions. With other members of the selection panel make recruitment decisions such as who to offer a position to.
- Oversee taking of references for all candidates and copying to relevant interview panel members.
- Co-ordinate provision of feedback to unsuccessful interviewed candidates.
- Oversee recording equal opportunities data and coordinating submissions to central HR.

## ◇ New Starters:

- Co-ordinate offers and ensure paperwork is completed and processed on time
- Complete work permit applications as required ensuring all the relevant documentation is sent to the Compliance Team in time for processing and arrival of new starter.
- Draft welcome letters from line managers and where necessary advise on induction programme.
- Conduct HR induction on first day for all new staff.
- Liaise with Office Coordinator regarding new entrant requirements e.g. User access, email address, office equipment, desk risk assessment etc.
- Provide advice on, co-ordinate and administer the appointment process of tutors and temporary teaching staff in an efficient and timely manner; including providing advice on selection criteria, advertising, making interview arrangements, ensuring necessary pre-appointment paperwork is completed, inputting information onto the tutor management system, coordinate the induction and on boarding process.

## ***HR Policy and advice***

- Be first point of contact for HR matters e.g. clarification of policies and procedures, recruitment enquiries, payroll queries.
- Provide clear and accurate advice to individuals and managers on HR policy and procedures relating to colleagues and panel tutors and temporary teaching staff
- Provide advice to managers regarding staffing issues e.g. annual, compassionate and unpaid leave, sickness, graduated return's etc. consulting with the HR Manager where necessary.
- Provide advice on and issue appropriate Temporary Worker Agreements and UPS forms, recording workers' Right to Work and acceptance of Terms and Conditions.
- Make recommendations to line managers regarding how problems such as poor performance, high levels of sickness absence and inappropriate behaviour should be addressed.

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- Deal with sensitive staffing issues e.g. Dignity@Work (D@W) cases, escalating cases to the HR Manager where appropriate.
- Ensure the Institute operates within employment law and best practice at all times.
- Conduct exit interviews for staff and follow up with line manager and HR Manager as appropriate.
- In consultation with the HR Manager co-ordinate and arrange appropriate HR sessions for staff.

## ***Staff Training and Development***

- Maintain knowledge of training and staff development issues and recommend appropriate course of action.
- Circulate information on (new) training initiatives for the benefit of staff
- Oversee updating of central HR database with staff review and development data.

## ***General Administration***

- Assist in the preparation of HR data as required e.g. for the Annual Report.
- Draft documents and correspondence for HR Manager as required.
- Contribute to specific projects and undertaking other duties as required.
- Keep up to date with relevant systems developments and changes in business process and procedure regarding tutor membership of the tutor panel and subsequent contracts, right to work etc.

## ***Other duties***

- The role holder may be asked to contribute to specific projects or to undertake other duties as required.



# Person specification

	Essential	Desirable
<b>Experience</b>		
Experience of working in a busy, customer focussed generalist HR role.	✓	
Experience of dealing with complex employee relations issues and in a changing and sometimes pressured environment.	✓	
Experience of how a higher education organisation works, its policies, procedures and systems. (Cambridge University would be an advantage)	✓	
<b>Skills</b>		
Up to date knowledge of employment law and good employment practice	✓	
Excellent IT skills including Word, Excel, PowerPoint and Outlook	✓	
Excellent communication and interpersonal skills with the ability to communicate with colleagues at all levels and deal with a wide range of people from different backgrounds.	✓	
Ability to explain policies and procedures clearly and effectively	✓	
Ability to empathise with staff and use tact, discretion and diplomacy particularly when dealing with conflict.	✓	
Ability to prioritise workload to meet multiple deadlines, forward plan and manage a number of tasks effectively and at the same time while remaining calm and professional	✓	
The ability to work independently with little supervision as HR Manager is often out of the office or dealing with non-HR matters	✓	
Accuracy and attention to detail, ability to maintain this under pressure	✓	
Experience of working effectively as part of a team	✓	
Excellent written and spoken English; numerate.	✓	
Minute taking skills	✓	
Role holder has access to staff HR records and other information regarding sensitive issues therefore confidentiality is essential.	✓	
<b>Qualifications</b>		
Educated to A level standard or equivalent	✓	
CIPD qualification		✓

# Terms of appointment

## Tenure and probation

The appointments will be made on a permanent basis. Appointments will be subject to satisfactory completion of a six month probationary period.

## Hours of Work and Working Pattern

The hours of work for the position are 36.5 hours per week, working Monday – Friday.

We welcome applications from individuals who wish to be considered for part-time working or other flexible working arrangements.

## Pension

You will automatically be enrolled to become a member of CPS (Contributory Pension Scheme) – a defined benefit and defined contribution pension scheme. For further information please visit:

[www.pensions.admin.cam.ac.uk](http://www.pensions.admin.cam.ac.uk)

## Annual leave

Full time employees are entitled to annual paid leave of 36 days inclusive of public holidays. For part-time employees, annual leave will be pro rata'd based on days worked.

## General information

### Pre-employment checks

### Right to work in the UK

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the

UK already, any offer of employment we make to you will be conditional upon you gaining it.

### Health declaration

Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

### Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

**References** - offers of appointment will be subject to the receipt of satisfactory references.

### Information if you have a disability

The University welcomes applications from individuals with disabilities. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so and, if successful, to assist them during their employment. Information for disabled applicants is available at <http://www.admin.cam.ac.uk/offices/>

[hr/staff/disabled/](http://hr/staff/disabled/)

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact, the Department Administrator, who is responsible for recruitment to this position.

# The Institute of Continuing Education



**The University of Cambridge Institute of Continuing Education (ICE) acts to support the specific learning and pastoral needs of part-time students at the University of Cambridge. Through collaborative partnerships across the Collegiate University, ICE develops and delivers high-quality, differentiated, academic courses for professional development and personal enrichment to a diverse range of adult learners.**

ICE is closely integrated with the University's mission to support learning throughout life, innovations in teaching and learning, interactions with business and industry, community engagement and international outreach.

ICE consists of c.125FTE academics, administrators and the Hall team. ICE's teaching is further supported by c. 400 part-time tutors and examiners. ICE currently offer around 300 courses a year which include day schools, residential weekend courses, fully online courses, summer programmes primarily for international students, bespoke courses, award bearing sub-degree courses and part-time matriculated Master's degree courses.

ICE's courses span a range of fields, with students studying for professional development or personal enrichment. At present, there are c. 7,500 course enrolments each academic year and our new strategy incorporates ambitious plans to grow to around 10,000 enrolments per annum by 2025.

Our headquarters are situated at Madingley Hall (a residential Grade I listed building), which provides facilities for conferences and events, and a full hotel service. Madingley Hall has 13 meeting rooms, 62 ensuite bedrooms, a bar and lounge, set in 8 acres of grounds (including Capability Brown designed gardens). The Hall is located approximately four miles west of Cambridge.

The Institute's annual turnover is approximately £8 million with reserves of £6 million.

The Institute of Continuing Education is a non-school institution governed by the General Board.



# The University

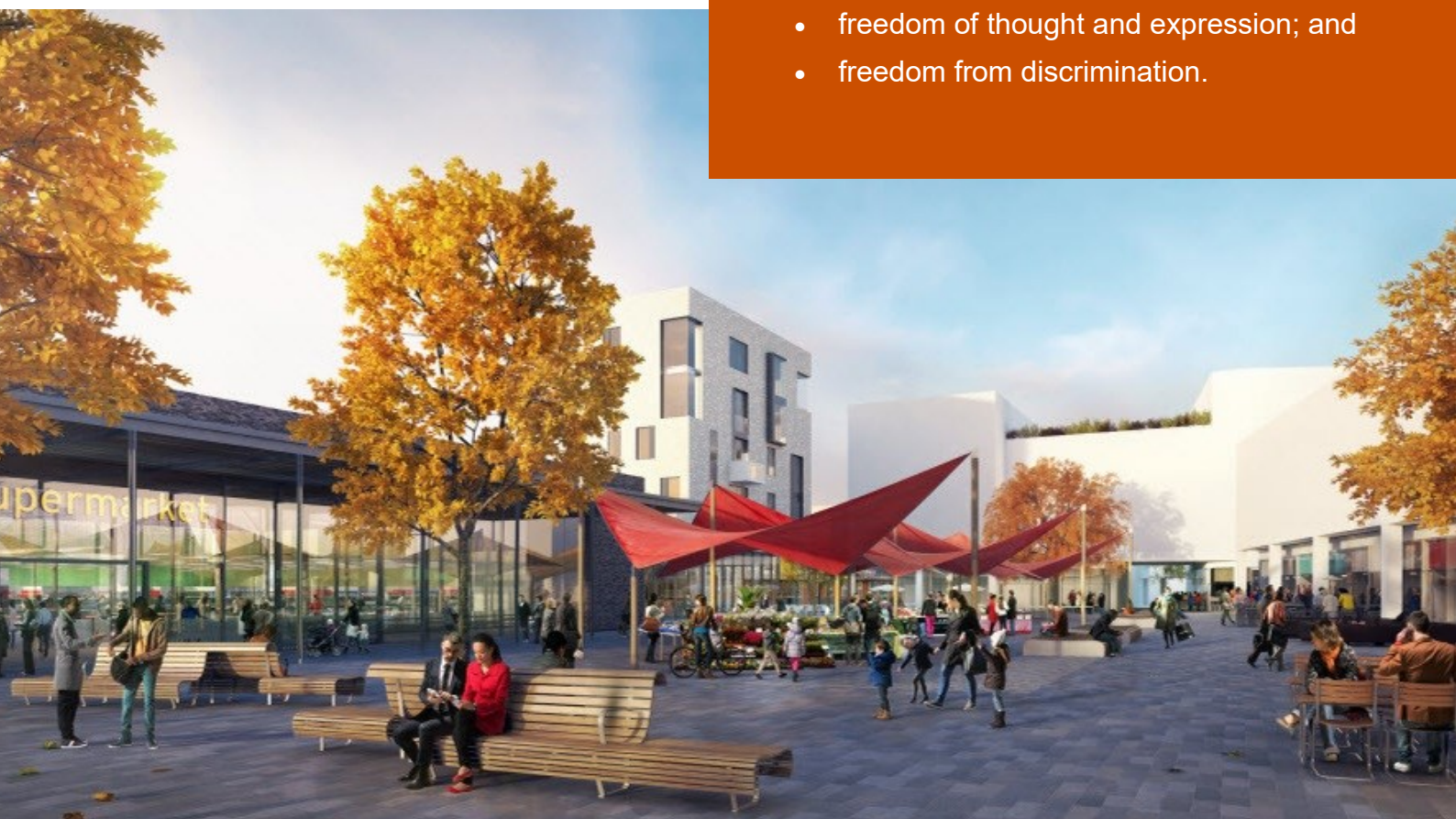
**The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.**

Our sustained pursuit of academic excellence is built on a long history of world-leading teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include academic and commercial growth at both the West Cambridge Innovation District, and the Biomedical Campus in the south of the city. Eddington, in North West Cambridge, is a mixed-use development including key worker housing for staff, a community centre and a new primary school, managed by the University. Through these projects, the University is deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



# About us

**The University is one of the world's leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country's highest concentrations of internationally important collections.**

The University has an annual income of £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 million per annum and continues to grow.

The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and financial support. The 31 Colleges are self-governing, separate legal entities which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit undergraduate students, provide student accommodation and pastoral support and deliver small group teaching for undergraduates.

The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany's Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University's make-up.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

*Stephen Toope, Vice Chancellor 2019*



# Working at the University

**Working at Cambridge you will join a diverse, talented and innovative community, with more than 23,000 students and over 16,000 staff from all walks of life and corners of the world.**

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

The University's estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.



## **Equality & diversity**

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. We have an Equal Opportunities Policy, along with a range of diversity groups, including the Women's Staff Network, Race Equality Network and LGBT+ Staff Network. More details are available here: <http://www.equality.admin.cam.ac.uk/>

The University has a bronze Race Equality Charter award, with a framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's silver Athena swan award recognises and celebrates good practice in recruiting, retaining and promoting gender equality.

# Living in Cambridge

**Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.**

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances at the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the [Visit Cambridge](#) website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.



## Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/RelocationService/>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge. For staff who require a Skilled Worker Visa, Global Talent Visa or Settlement (known as indefinite leave to remain) to take up employment with the University, we offer an interest free [visa loan scheme](#) for current and prospective staff (and their dependants), to help meeting the cost of obtaining a visa.

## Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>

# What Cambridge can offer

**We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work.**

The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a [career break scheme](#) for academic and academic-related staff, with additional flexible working policies for all other staff.

## Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings.



## CAMbens employee benefits

The University offers employees a wide range of competitive benefits, known as CAMbens. CAMbens offers something for everyone across a range of categories, including:

- Financial Benefits, including shopping discounts (both local and national) and a Payroll Giving scheme;
- Relocation and Accommodation Benefits, including relocation assistance and interest-free Rental Deposit Loans;
- Travel Benefits, including Cycle to Work, discounts on train season tickets and interest-free Travel to Work loans;
- Family Friendly and Lifestyle Benefits, including support with childcare and family friendly policies;
- Health and Wellbeing Benefits, including a University Staff Counselling Service, discounts at the University Sports Centre, and other local gyms, and healthcare schemes.



# What Cambridge can offer

## Family-friendly policies

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees' work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay, and paid emergency leave for parents and carers.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here: <https://www.childcare.admin.cam.ac.uk/>

The [Newcomers and Visiting Scholars Group](#) is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people. The Postdoc Academy supports the postdoctoral community within Cambridge. Further details are available here: <https://www.postdocacademy.cam.ac.uk/>

## Your wellbeing

The University's Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. The University delivers The Festival of Wellbeing annually, which is a programme of stimulating talks and activities, which aim to promote wellbeing and good mental and physical health. The University also hosts the [Cambridge Festival](#), which is a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.

## Development opportunities

We support new employees to settle in through various activities as well as supporting their professional and career development on an ongoing basis. Our Personal and Professional Development (PPD) team provide development opportunities for all University employees, including face-to-face sessions, online learning modules and webinars. All employees also have unlimited access to LinkedIn Learning to support their development. Both new and existing employees can undertake funded Apprenticeships, which lead to a range of vocational and professional qualifications. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. A range of University training providers also offer specialist learning and development in their own areas e.g. teaching and learning, digital literacy, finance, health and wellbeing, safety.



# How to apply

Applications should be submitted online via the University of Cambridge jobs page [www.jobs.cam.ac.uk](http://www.jobs.cam.ac.uk) by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to:

**Natalie Palfrey, HR Manager**

**Email: [Natalie.Palfrey@ice.cam.ac.uk](mailto:Natalie.Palfrey@ice.cam.ac.uk)**

If you have any queries regarding the application process please contact **[HRAdministration@ice.cam.ac.uk](mailto:HRAdministration@ice.cam.ac.uk)**.

The closing date for applications is: 12 May 2024

The interview date for the role is: 22 May 2024