

## **JOB DESCRIPTION**

**Role / Title:** Human Resources Services and Data Administrator

**Reports to:** Human Resources Services and Data Manager

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### **Overall Purpose of the Job:**

- To support the provision of a Human Resources best practice resourcing service to the Royal Opera House, in line with our People Strategy, policies and procedures and best practice.
- For this role HR services specifically covers the following:
  - Provision of HR resourcing support to HR Business Partners, ROH Managers, staff, casuals and freelancers.
  - Routine admin for pension's Auto Enrolment service to ROH staff and casuals
  - Support of processes to provide HR Management Data
  - Operation of HR systems
  - Admin support for OHU Advisor as required
  - Secretariat support for HR focused Board meetings as required.
- Contribute to projects for the HR Department in support of the overall ROH plan.

### **Key Accountabilities:**

#### *Human Resources*

Under the overall direction of the Human Resources Services and Data Manager:

- Provide administrative support for HR resourcing services to HR Business Partners to enable them to support OH Directors and HODs.
- Provide administrative support for HR services to managers, staff, casuals and freelancers on the full range of HR employment issues - ensuring consistency of approach and correct application of employment legislation, ROH policies and procedures and terms and conditions of employment.

- Ensure that all HR administration for the weekly and monthly paid leaver process is timely, accurate and up-to-date.
- Provide admin support for TPR compliant pensions Auto Enrolment service for both weekly and monthly staff.
- As required, support provision of regular Management Information reporting to support HR strategy and initiatives, including Exec, Board and ACE reporting requirements
- Support the development and delivery of the People strand of the ROH Diversity and Inclusion Strategy by contributing to initiatives to retain a diverse workforce.
- As required, provide secretariat support for the ROH Board Nomination sub-committee.
- Provide admin support on any grievances, disciplinaries, disputes, complaints and associated procedures in order to promote good working practices.
- Make an effective contribution to the formulation, development, implementation and evaluation of HR policies, practices and services in order to enhance the organisational capability of the Royal Opera House.

#### *Project Management*

- Assist the Director of Human Resources with other duties and project as required

#### **Behaviours:**

- Proactively demonstrate a commitment and contribution to the Royal Opera House's health and safety culture in all activities
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Ensure confidentiality, in line with organisational policy and data protection requirements
- Actively contribute to own professional development, developing and maintaining knowledge and understanding of legislative changes and best practice developments
- With the other members of the team, share responsibility for housekeeping and the maintenance of standards within the department

## **PERSON SPECIFICATION:**

### **Essential Skills, Knowledge and Experience:**

- A commitment to work towards CIPD membership
- Organisational and administrative skills, with some experience within a HR function
- The ability to work effectively with a wide range of people within and outside the organisation
- Strong numeracy with experience of analysing and reporting on complex data
- Excellent written and verbal communication skills
- Ability to prioritise own workload and to work unsupervised
- A commitment to proactively promoting diversity and inclusion

### **Other Essential Skills, Knowledge and Experience:**

- Commitment to delivering a high standard of customer care and continuous improvement
- Strong time management skills, with the ability to prioritise and meet deadlines
- Good computer skills with strong Microsoft Excel and experience of data analysis
- Some research skills
- Experience of HR IT systems – ATS, HR Databases desirable
- Sensitivity in dealing with confidential information
- Flexibility in dealing with changing priorities
- Accuracy and attention to detail
- Ability to assimilate new information and learn routine procedures
- Ability to deal sensitively with people at all levels with tact and diplomacy
- An effective team player

### **Desirable Skills, Knowledge and Experience:**

- An interest in and enthusiasm for the Arts
- Experience with Microsoft SharePoint

The Royal Opera House is committed to creating a diverse and inclusive environment in which everyone can thrive.



*Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*